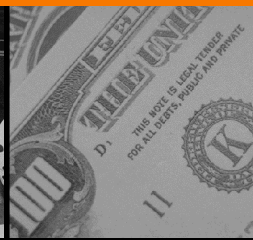
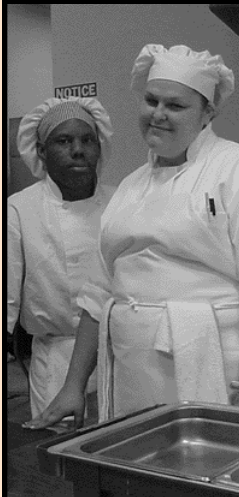


San Francisco Occupational Outlook 2000



PRIVATE INDUSTRY COUNCIL
of San Francisco, Inc.

*creating
employment
opportunities*

A product of the California Cooperative Occupational Information System (CCOIS)

Sponsored by:

Private Industry Council of San Francisco, Inc.

State of California Employment Development Department

California Occupational Information Coordinating Committee

Price: \$10



PRIVATE INDUSTRY COUNCIL
of San Francisco, Inc.

*creating
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opportunities*

March 2001

Dear Colleague:

The Private Industry Council of San Francisco, Inc. (PIC) is pleased to provide you with a complimentary copy of the "Occupational Outlook Report 2000". The publication was made possible through the cooperative efforts of the PIC and the California Cooperative Occupational Information System (CCOIS) and the California Occupational Information Coordinating Committee (COICC).

The report contains responses from hundreds of employers who contributed local labor market information for the 22 selected occupations in San Francisco County.

Occupational Outlook Reports for San Francisco, as well as other California counties, are also available at the Employment Development Department's Web site at www.calmis.ca.gov under LMI Publications. Additional copies of the printed report are available from the PIC at \$10.00 each, or may be downloaded at no cost from PIC's Web site at www.picsf.org/about/lmi.htm.

To show support for the CCOIS program in San Francisco, please complete the attached critique. The return address is printed on the reverse side and postage is not needed.

If you have any questions or require additional information, please contact Greg Marutani at (415) 431-8700, extension 310.

Sincerely,

Lynn Bunin
Chairwoman

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Occupational Outlook

San Francisco

WINTER 2000

A Product of the
California Cooperative Occupational Information System (CCOIS)

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ACKNOWLEDGMENTS

The San Francisco Employers

Who provided their time, energy, and information to complete hundreds of surveys.

Private Industry Council of San Francisco, Inc.

Lynn Bunim, Chairwoman
Pamela S. Calloway, President

Greg Marutani, Vice President of Administration

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Other Resources

Representatives of labor unions, training providers, schools and colleges, trade and professional associations, and state and federal agencies who shared their expertise and provided us with supplemental occupational information.

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INTRODUCTION

The labor market information presented in this report was collected through the cooperative efforts of the Private Industry Council of San Francisco and the Labor Market Information Division of the State of California Employment Development Department as part of the California Cooperative Occupational Information System (CCOIS). The goal of the CCOIS is to improve the match between the labor needs of employers and the skills of job seekers by providing current, localized occupational information. This is the tenth year that the Private Industry Council of San Francisco has participated in the CCOIS program.

This report contains summaries of 22 surveyed occupations. The occupational data are based upon confidential surveys conducted in San Francisco County from August 2000 to March 2001.

The occupational information in the report can be used by a variety of organizations and individuals for many different purposes. Some possible uses include:

Career Decisions: Career counselors and job seekers can make informed occupational choices based on skills, abilities, interests, education, and personal needs. The localized information is easy to read and includes employer requirements and preferences, wages, labor demand, and sources of employment.

Program Planning: This report provides local planners and administrators with employment and training information as well as occupational size and expected growth rates. Program planners can use this data to evaluate, improve, and eliminate programs, or to plan new programs.

Curricula Design: Training providers can assess and update their curricula based on current employer needs and projected trends, as indicated in this report.

Economic Development: Local government agencies and economic development organizations will find information on the labor pool (such as occupational size, expected growth rates, and wages) useful in determining the potential for business growth and development in the County's labor market area.

Program Marketing: Training providers can effectively market their programs by informing students, employers, and others that the chances for job placement are much greater because their training programs are developed using reliable local occupational data.

Human Resource Management: Small business owners and large corporate human resource directors alike can use this report to help determine competitive wages and benefits, improve their recruitment methods, and assess the availability of qualified workers for business relocation or expansion purposes.

The report also contains a training directory in the appendix, which lists training providers in San Francisco County offering programs or courses for the selected occupations. The relevant training is categorized as "Program" or "Studies." "Program" is defined as training that consists of specific courses in order to acquire skills and knowledge for a particular vocational goal. "Studies" is defined as training that involves the necessary course(s) for attaining knowledge in the field.

Training directory information was collected during the spring of 2000. The providers include public and private colleges and universities, regional occupational programs, community-based organization training programs, and private vocational schools. It is recommended that those who are interested in training contact the school for additional information, financial aid sources, etc. The Private Industry Council of San Francisco and EDD are only providing a list of

available training programs and are not advocating any particular training provider.

This report is intended to be used as a reference on which to base and support these and many other decisions. For further information, please contact the Labor Market Information Unit of the Private Industry Council of San Francisco.

PROGRAM METHODS

Each year, 25 occupations are selected for survey research. Employer samples and questionnaires are developed, surveys are conducted with employers, and the resulting data are compiled, analyzed and summarized in a report which is disseminated to users in San Francisco and throughout California. The following is a summary of the methodology used:

Selection of Occupations

Occupational projection tables prepared by the Employment Development Department (EDD) were reviewed. These tables provided past and expected future employment trends and projected job growth rates for occupations in San Francisco County. Based upon this information, a preliminary list of occupations was developed. This list was then reviewed by staff from vocational programs, educational institutions, labor unions, economic development organizations, employers, the California Work Opportunities and Responsibility to Kids (CalWORKs) program, and the Private Industry Council of San Francisco (PIC). These and other users of labor market information were invited to the PIC's annual community meeting where further comments were solicited. From the input of these representatives and the PIC staff, a final list of occupations for survey was developed.

Definition of Occupations

An occupation is defined as the name or title of a job that identifies the various activities and functions of a worker, i.e., occupations represent what workers do. The method of categorizing occupations used in the CCOIS program is the Occupational Employment Statistics (OES) classification system, developed by the Bureau of

Labor Statistics (BLS), U.S. Department of Labor. The OES classification system is used by the BLS to study nationwide staffing patterns within industries; it contains approximately 750 occupational categories and can be linked to a more detailed BLS classification system, the *Dictionary of Occupational Titles*, that contains around 12,000 occupations.

Survey Sample Selection

Survey samples were developed for each occupation surveyed for 2000. A considerable amount of time and effort was invested to ensure that the samples would be representative in terms of the types of industries and size of employers included in the survey. EDD staff, using detailed databases, developed an initial sample of employers for each of the occupations. The samples were then carefully reviewed by PIC staff and employers were added or deleted in order to obtain a final sample of at least 40 employers per occupation (or as many as could be identified, if fewer than 40).

Questionnaire Development

Separate questionnaires were developed for each of the survey occupations. EDD developed a framework of questions to be asked for each occupation. These questions were then reviewed by PIC staff, and additional skill questions specific to the occupations were added.

Survey Procedures

Questionnaires, along with a cover letter explaining the goals and objectives of the CCOIS program, were mailed to all employers included in the survey sample. Employers were given approximately a three-week "window" period in which to respond. Those who did not respond were called directly to obtain the information through telephone interviews, or, at their request, the questionnaires were faxed to them.

Response goals were set for each occupation based upon the sample size. For a standardized sample of 40 employers, the response goal was 15 completed questionnaires. For a smaller-sized sample, the response goal was at a higher rate. Response goals were also set in terms of industry representation and occupational employment totals.

As part of the survey process, PIC staff members also conducted interviews with labor market intermediaries, including representatives from labor unions, apprenticeship programs, professional associations, and vocational education and training providers, to obtain supplemental occupational information.

Tabulation & Results

Completed questionnaires were entered into a database using customized software developed by EDD, and summary tabulations were produced. Using the tabulations and other information, the data were analyzed and final occupational summaries were prepared by PIC staff. Specific employer information is, and always will remain, strictly confidential.

Wages

Wages included in this report are those paid by the employers participating in the survey for employees at three levels of experience. The report does not include extreme wages.

EXPLANATION OF OCCUPATIONAL SUMMARY SECTIONS/TERMS

Occupational Title, OES Code & Definition
Occupations are presented alphabetically according to the Occupational Employment Statistics (OES) classification system. The titles, definitions, and corresponding codes are taken from the *California OES Dictionary*, published by the State of California, Employment Development Department, July 1993; this is a modified version of the *OES Dictionary*, published by the U.S. Department of Labor, Bureau of Labor Statistics.

Occupational Skills & Abilities

This section lists technical, physical, personal, and basic skills as important for job entry, according to weighted rank by employers.

Training, Experience & Other Requirements

This section lists licensing, certification, or registration requirements (if any), training and experience prerequisites, and the minimum educational requirements. Although the minimum

educational requirements are not always essential for the performance of job duties, the lack of education can create a barrier with some employers during the hiring process. Key descriptive terms used in this and other sections of the occupational summaries are:

All—100 percent of survey respondents

Almost All—80 to 99 percent of survey respondents

Most—60 to 79 percent of survey respondents

Many—40 to 59 percent of survey respondents

Some—20 to 39 percent of survey respondents

Few—Fewer than 20 percent of survey respondents

Supply & Demand Assessment

This section assesses the relative difficulty employers report in finding qualified applicants for both entry-level and experienced positions. The following terms are used to classify occupational supply/demand in the County:

Very difficult—Demand is considerably greater than the supply of qualified applicants. Employers often cannot find qualified applicants when an opening exists.

Moderately difficult—Demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times.

Not difficult—Supply of qualified applicants is considerably greater than demand, creating a very competitive job market for applicants.

Employment Statistics & Trends

Occupation Size: This term refers to the estimated number of workers employed in an occupation relative to total non-agricultural employment in the County for 1995 (513,300 workers) as published by EDD "Projections and Planning Information", from 1995-2002, Module D, Table VI; this estimate does not include those who are self-employed. Occupational size is classified according to the following scale:

Small—Less than 770 employed (less than .15 percent of total employment)

Medium—Between 770 and 1,539 employed (.15 to .29 percent of total employment)

Large—Between 1,540 and 3,335 employed (.30 to .64 percent of total employment)

Very Large—Over 3,336 employed (.65 or more percent of total employment)

1995 Estimated Employment: This term represents the estimated number of workers in an occupation as provided by EDD in the above mentioned report.

Projected Job Growth: This term describes the expected occupational growth rate in San Francisco County from 1995-2002. The projections are based upon data contained in the State of California Employment Development Department (EDD) report, *Projections and Planning Information* (San Francisco County). Please be advised that the projections are based upon historical data, long term trends, and the assumption that these trends will continue. Given changing economic conditions, readers should supplement this data with other labor market information sources before drawing conclusions.

Occupation Growth: According to the EDD report, the average expected growth rate for all occupations in the County for the period 1995-2002 is 10 percent. The terms used to describe projected occupational growth rates are as follows:

Much Faster Than Average—1.50 times average or more

Faster Than Average—1.10 to 1.49 times average

Average—.90 to 1.09 times average

Slower Than Average—Less than .90 times average

Remain Stable—No growth projected

Slow Decline—Negative growth projected

It is important to recognize that for most occupations a greater number of job openings occur as a result of workers changing occupations or leaving the labor force than are created by actual job growth.

Vacancies: The percentage indicates the major source of vacancies derived from the sampling.

Male/Female: This indicates percentages of reported male and female workers in the occupation.

Wages

This section serves as a guide for comparing salaries of one occupation with another and to indicate an approximate salary range for each occupation. The wage data are shown graphically for three skill and experience levels and were differentiated into union and nonunion categories if union employment comprised 20-80 percent of responses. The data are not intended to represent official prevailing wages, and using them for wage and salary administration is discouraged.

Hours

This section identifies an average number of hours that full-time, part-time, temporary, seasonal and/or on-call employees may work in the occupation. Shift work information is also included.

Fringe Benefits

This section lists the categories reported by employers offering various fringe benefits to full-time and part-time workers. Benefits to part-time workers are not provided when there are less than 20 percent of part-time workers in the occupation. When provided by at least 14% of employers, other benefits of the occupation, such as employee discounts, are also cited.

Recruitment Methods

This section lists the three highest rated sources employers use to recruit their employees.

Major Employing Industries

This section identifies the major employing industries for the occupation based on employer sample and EDD's "Occupations Which Comprise a Significant Share of Employment for San Francisco County".

Other Sources of Information

EDD routinely prepares more detailed California Occupational Guides for many occupations. If a particular guide is available for an occupation, then the guide's number is provided.

Other Information

This section discusses promotional opportunities for surveyed occupations.

Accountants and Auditors examine, analyze, and interpret accounting records for the purpose of giving advice or preparing statements and installing or advising on systems of recording costs or other financial and budgetary data.

Occupational Skills & Abilities

Qualifications cited as important for job entry

Technical Skills:

Business mathematics skills
Problem solving skills
Analytical skills
Computer skills: word processing, spreadsheet

Physical Abilities:

Ability to sit continuously for 2 or more hours

Personal or Other Skills:

Ability to work independently
Interpersonal skills
Ability to work under pressure

Basic Skills:

Ability to read and comprehend information quickly
Ability to read and follow instructions
Oral communication skills

Training, Experience & Other Requirements

Training & Education:

Most employers require a Bachelor Degree.

Experience:

Many employers require 12-48 months of experience. Some employers prefer 12-36 months of experience. Some employers accept training as a substitute for experience.

Supply & Demand Assessment

Inexperienced:

Employers report it *very difficult* finding inexperienced applicants.

Experienced:

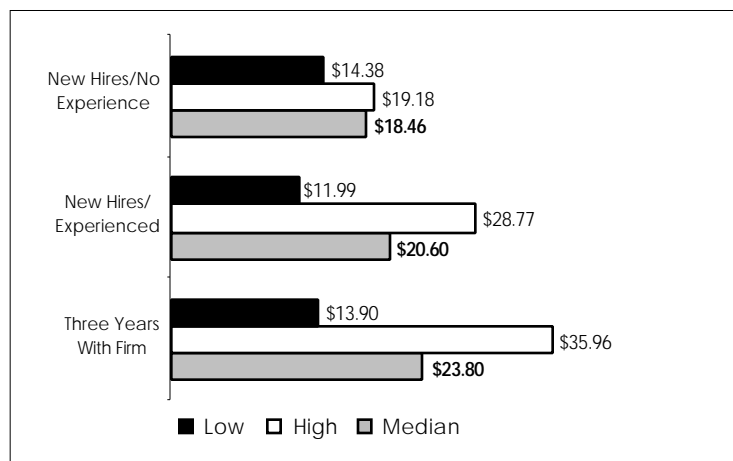
Employers report it *very difficult* finding experienced applicants.

Employment Statistics & Trends

Occupation Size: *Very Large*
1995 Estimated Employment: 6,850
Projected Job Growth 1995-2002: 12.1%
Occupation Growth: *Faster Than Average*
Vacancies Due To: *Promotions (44%)*
Male: 45% Female: 55%

Accountants & Auditors (cont.)

Hourly Wages: Low, High & Median (Fall 2000)



Wages

Some employers offer bonuses. Few employers pay commissions.

Hours

Full-time employees work an average 40-hour week. Part-time employees work an average 24-hour week. All employers have a day shift, but a few employers also have a swing or a graveyard shift.

Fringe Benefits

	Full-time
Medical Insurance:	All
Dental Insurance:	Almost All
Vision Insurance:	Almost All
Life Insurance:	Most
Sick Leave:	Almost All
Vacation:	All
Retirement Plan:	Most
Child Care:	None

Other: 401k (Some)

Many employers share the cost of benefits with employees. Part-timers are less likely to receive benefits.

Recruitment Methods

Employee Referrals:	Most
Newspaper Ads:	Most
Internet:	Many

Major Employing Industries

Ranked by occupational size

- Accounting, Auditing, & Bookkeeping Companies
- Federal Government
- Commercial Banks

Other Sources of Information

- California Occupational Guide No. 1 (1999)

Other Information

Promotion: Almost all employers promote to higher level or supervisory or management positions.

Administrative Assistants

(Alternate Title: Executive Assistants)

Non-OES 169167997

Administrative Assistants aid executives by coordinating, analyzing, and improving office services, such as personnel, budget, and operating practices. They analyze personnel requirements, study methods of improving performance standards, and analyze jobs for wage-and-salary adjustments and promotions. They analyze budgetary requirements and expenditures, and study methods to implement cost reduction. They analyze operating practices and create new systems or revise established procedures to simplify and improve reporting procedures, work flow, record keeping systems, forms control, office layout, or suggestion systems. They interpret operating policies, prepare reports with recommendations for solutions of administrative problems, and answer correspondence. They may direct services, such as maintenance, repair, supplies, and mail.

Occupational Skills & Abilities

Qualifications cited as important for job entry

Technical Skills:

Record keeping skills
Verbal presentation skills
Problem solving skills
Computer skills: word processing, spreadsheet, database

Personal Skills:

Ability to work independently
Interpersonal skills

Basic Skills:

Ability to read and comprehend information quickly
Ability to write effectively
Oral communication skills

Training, Experience & Other Requirements

Training & Education:

Some employers require a Bachelor Degree, some require an Associate Degree, and some require a High School Diploma or equivalent.

Experience:

Most employers require 12-60 months of experience. Some employers prefer 12-24 months of experience. Few employers will accept training as a substitute for experience.

Supply & Demand Assessment

Inexperienced:

Employers report it very difficult finding inexperienced applicants.

Experienced:

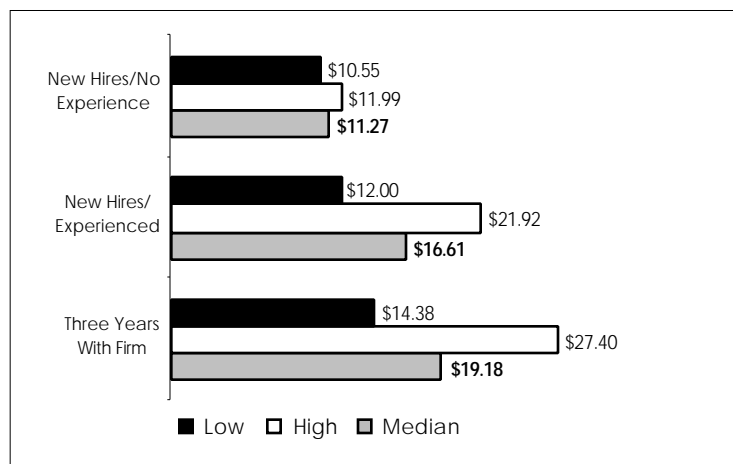
Employers report it very difficult finding experienced applicants.

Employment Statistics & Trends

Occupation Size:	N/A
1995 Estimated Employment:	N/A
Projected Job Growth 1995-2002:	N/A
Occupation Growth:	N/A
Vacancies Due To:	Turnover (59%)
Male: 15%	Female: 85%

Administrative Assistants (Executive Assistants) (cont.)

Hourly Wages: Low, High & Median (Fall 2000)



Wages

Few employers offer bonuses.

Hours

Full-time employees work an average 39-hour week. Part-time employees work an average 24-hour week. All employees work the day shift.

Fringe Benefits

	Full-time
Medical Insurance:	All
Dental Insurance:	Almost All
Vision Insurance:	Many
Life Insurance:	Almost All
Sick Leave:	Almost All
Vacation:	All
Retirement Plan:	Most
Child Care:	None

Other: 401k (Some)

Some employers share the cost with employees. Part-timers are less likely to receive benefits.

Recruitment Methods

Newspaper Ads:	Almost All
Employee Referrals:	Many
Internet:	Many

Major Employing Industries

Ranked by occupational size

- N/A

Other Sources of Information

- California Occupation Guide: None

Other Information

Promotion: All employers promote to higher level or supervisory or management positions.

Bookkeeping, Accounting, & Auditing Clerks, Including Bookkeepers

OES 553380

Bookkeeping, Accounting, and Auditing Clerks, including Bookkeepers, compute, classify, and record numerical data to keep sets of financial records compete. They perform any combination of routine calculating, posting, and verifying duties to obtain primary financial data for use in maintaining accounting records. They may also check the accuracy of figures, calculations, and postings pertaining to business transactions recorded by other workers. This report does not include individuals whose primary duty is operating special office machines.

Occupational Skills & Abilities

Qualifications cited as important for job entry

Technical Skills:

Accounting skills

Ability to operate 10-key adding machine by touch

Knowledge of accounting and auditing terms

Computer skills: word processing, spreadsheet, database

Physical Skills:

Ability to perform precision work

Ability to pay attention to detail

Personal Skills:

Ability to perform routine, repetitive work

Ability to pay attention to detail

Basic Skills:

Basic mathematics skills

Ability to read and follow instructions

Oral communication skills

Training, Experience & Other Requirements

Training & Education:

Many employers require a High School diploma or equivalent. Few employers require an Associate Degree or Bachelor Degree.

Experience:

Many employers require 6-36 months of experience. Some employers prefer 6 months of experience. Some employers accept training as a substitute for experience.

Supply & Demand Assessment

Inexperienced:

Employers report it *moderately difficult* finding inexperienced applicants.

Experienced:

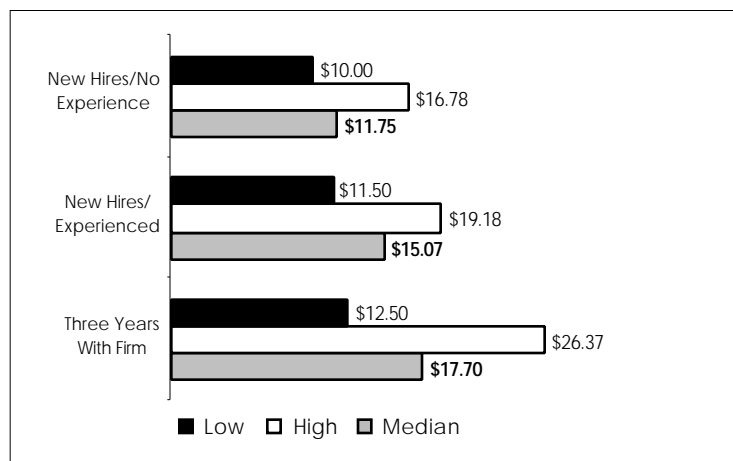
Employers report it *moderately difficult* finding experienced applicants.

Employment Statistics & Trends

Occupation Size:	Very Large
1995 Estimated Employment:	10,350
Projected Job Growth 1995-2002:	-2.4%
Occupation Growth:	Slow Decline
Vacancies Due To:	Turnover (65%)
Male: 32%	Female: 68%

Bookkeeping, Accounting, & Auditing Clerks (cont.)

Hourly Wages: Low, High & Median (Fall 2000)



Wages

Union wages are generally higher in the ranges. Few employers offer bonuses.

Hours

Full-time employees work an average 40-hour week. Part-time and seasonal workers an average 20-hour week and 12-hour week, respectively. Almost all employers have a day shift, but a few employers have swing, graveyard or rotating shifts.

Fringe Benefits

	Full-time
Medical Insurance:	All
Dental Insurance:	Almost All
Vision Insurance:	Most
Life Insurance:	Most
Sick Leave:	Almost All
Vacation:	All
Retirement Plan:	Most
Child Care:	None

Other: 401k (Few); Long Term Disability (Few)

Most employers share the cost of insurance benefits with employees.

Recruitment Methods

Newspaper Ads:	Almost All
Employee Referrals:	Most
Internet:	Many

Major Employing Industries

Ranked by occupational size

- Legal Services
- Holding Offices
- Eating & Drinking Places

Other Sources of Information

- California Occupational Guide No. 26 (1997)

Other Information

Promotion: Most employers promote to higher level positions.

Employment Interviewers-Private or Public Service

OES 215080

Employment Interviewers interview job applicants in an employment office and refer them to prospective employers for consideration. They record and evaluate various pertinent data, search application files, notify selected applicants of job openings, refer qualified applicants to prospective employers, and contact employers to verify referral results and record data.

Occupational Skills & Abilities

Qualifications cited as important for job entry

Technical Skills:

Personnel interviewing skills
Ability to apply sales techniques
Ability to write effectively
Computer skills: word processing, spreadsheet

Physical Abilities:

Ability to sit continuously for 2 or more hours

Personal or Other Skills:

Ability to work independently
Customer service skills
Tactfulness

Basic Skills:

Ability to read and follow instructions
Ability to write legibly
Oral communication skills

Training, Experience & Other Requirements

Training & Education:

Some employers require a Bachelor Degree, some require an Associate Degree and some require a High School Diploma or equivalent. Few employers require a Graduate Degree.

Experience:

Many employers require 6-60 months of experience. Some employers prefer 12-60 months of experience. Few employers accept training as a substitute for experience.

Supply & Demand Assessment

Inexperienced:

Employers report it *moderately difficult* finding inexperienced applicants.

Experienced:

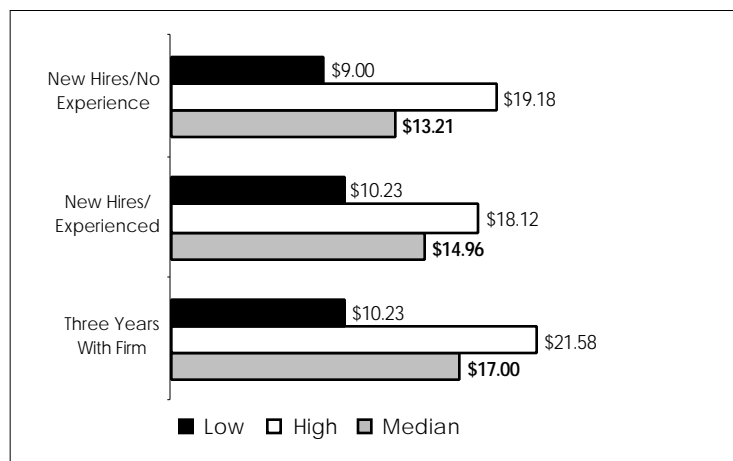
Employers report it *very difficult* finding experienced applicants.

Employment Statistics & Trends

Occupation Size:	Small
1995 Estimated Employment:	380
Projected Job Growth 1995-2002:	78.9%
Occupation Growth:	Much Faster Than Average
Vacancies Due To:	Turnover (42%)
Male: 34%	Female: 66%

Employment Interviewers-Private or Public Service (cont.)

Hourly Wages: Low, High & Median (Fall 2000)



Wages

Most employers offer bonuses or commissions.

Hours

Full-time employees work an average 42-hour week. Temporary employees work an average 20-hour week. All employers have a day shift.

Fringe Benefits

	Full-time
Medical Insurance:	All
Dental Insurance:	All
Vision Insurance:	Many
Life Insurance:	Most
Sick Leave:	Almost All
Vacation:	All
Retirement Plan:	Most
Child Care:	Few

Other: 401k (Some); 403b (Some); Personal Time Off (Some)

Most employers share the cost of insurance benefits with employees.

Recruitment Methods

Employee Referrals:	Many
Internet:	Many
Newspaper Ads:	Many

Major Employing Industries

Ranked by occupational size

- Personnel Supply Services
- Management & Public Relations

Other Sources of Information

- California Occupational Guide No. 38 (1995)

Other Information

Promotion: Almost all employers promote to supervisory or management positions.

Food Preparation Workers

OES 650380

Food Preparation Workers perform a variety of food preparation duties, such as preparing cold foods and maintaining and cleaning kitchen work areas, equipment, and utensils. They perform simple task such as preparing shellfish or slicing meat. They may brew coffee, tea, or chocolate or prepare sandwiches. They work in such places as a restaurant kitchen or delicatessen.

Occupational Skills & Abilities

Qualifications cited as important for job entry

Technical Skills:

Knowledge of sanitary work environment
Ability to handle multiple food orders in a timely fashion

Physical Abilities:

Ability to stand continuously for 2 or more hours
Ability to work rapidly

Personal or Other Skills:

Willingness to work with close supervision
High standards of personal cleanliness
Public contact skills
Ability to work independently
Ability to work under pressure

Basic Skills:

Ability to follow oral instructions

Training, Experience & Other Requirements

Training & Education:

Most employers require less than a High School Diploma. Some employers require a High School Diploma.

Experience:

Some employers require 6-12 months of experience. Many employers prefer 6-12 months of experience. Some employers accept training as a substitute for experience.

Supply & Demand Assessment

Inexperienced:

Employers report it *moderately difficult* finding inexperienced applicants.

Experienced:

Employers report it *moderately difficult* finding experienced applicants.

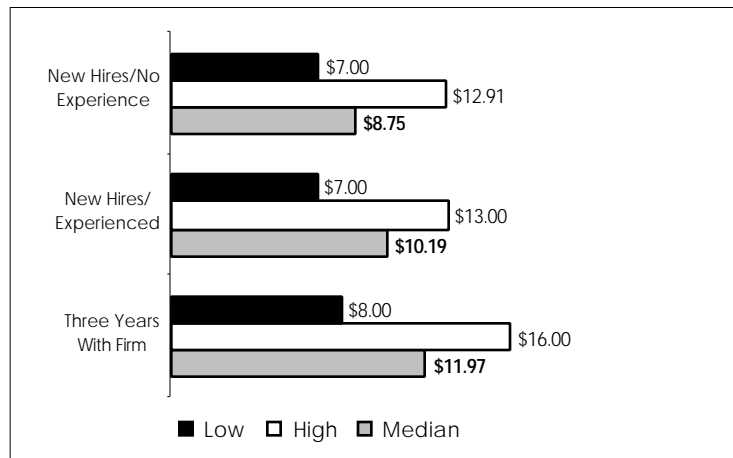
Employment Statistics & Trends

Occupation Size:	Very Large
1995 Estimated Employment:	5,030
Projected Job Growth 1995-2000:	7.8%
Occupation Growth:	Slower Than Average
Vacancies Due To:	Turnover (64%)
Male: 55%	Female: 45%

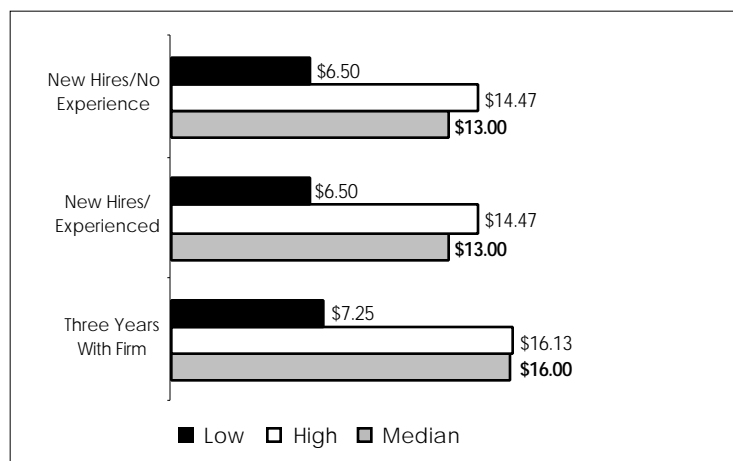
Food Preparation Workers (cont.)

Hourly Wages: Low, High & Median (Fall 2000)

Non-Union



Union



Wages

Few employers report tip income opportunities.

Hours

Full-time employees work an average 40-hour week. Part-time employees work an average 25-hour week. Temporary and seasonal employees work an average 30-hour week and 20-hour week, respectively. All employers have a day shift. Most employers have a swing shift. Few employers have a graveyard shift.

Fringe Benefits

	Full-time	Part-time
Medical Insurance:	All	None
Dental Insurance:	All	None
Vision Insurance:	Most	None
Life Insurance:	Most	Many
Sick Leave:	All	Many
Vacation:	All	Many
Retirement Plan:	Many	Many
Child Care:	Some	Many

Other: 401k (Some); Stock Options, Meals & Elderly Care (Few)

Most employers share the cost of insurance benefits with employees.

Recruitment Methods

Newspaper Ads:	Almost All
Employee Referrals:	Almost All
Other (Community Agencies):	Many

Major Employing Industries

Ranked by occupational size

- Eating & Drinking Places
- Hotels & Motels

Other Sources of Information

- California Occupational Guide: None

Other Information

Promotion: Almost all employers promote to higher level positions.

Food Service Managers plan, organize, direct, control, or coordinate activities of an organization or department that serves food and/or beverages. This report may include Food and Beverage Directors.

Occupational Skills & Abilities

Qualifications cited as important for job entry

Technical Skills:

Ability to manage an activity or department
Ability to plan and organize the work of others
Problem solving skills
Computer skills: word processing, spreadsheet, database

Personal or Other Skills:

Ability to motivate others
Willingness to work nights, weekends, and holidays
High standards of personal cleanliness
Ability to work under pressure
Customer service skills
Ability to manage a multicultural workforce

Basic Skills:

Oral communication skills

Training, Experience & Other Requirements

Training & Education:

Most employers require a High School Diploma or equivalent. Some employers require a Bachelor Degree. Few employers require an Associate Degree or less than a High School Diploma.

Experience:

Almost all employers require 12-60 months of experience. Few employers accept training as a substitute for experience. Few employers require vocational training.

Supply & Demand Assessment

Inexperienced:

Employers report it *very difficult* finding inexperienced applicants.

Experienced:

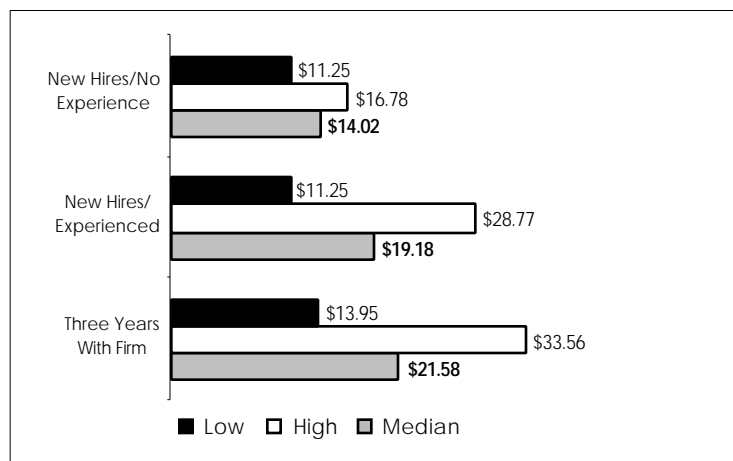
Employers report it *very difficult* finding experienced applicants.

Employment Statistics & Trends

Occupation Size:	Large
1995 Estimated Employment:	2,050
Projected Job Growth 1995-2002:	10.7%
Occupation Growth:	Average
Vacancies Due To:	Turnover (56%)
Male: 59%	Female: 41%

Food Service Managers (cont.)

Hourly Wages: Low, High & Median (Fall 2000)



Wages

Many employers offer bonuses or commissions.

Hours

Employees work an average 45-hour week. All employers have a day shift. Some employers have a swing shift. Few employers have a graveyard shift.

Fringe Benefits

	Full-time
Medical Insurance:	All
Dental Insurance:	All
Vision Insurance:	Almost All
Life Insurance:	Almost All
Sick Leave:	Almost All
Vacation:	All
Retirement Plan:	Some
Child Care:	Few

Other: 401k (Many); Meals, Stock Options & Tuition Refund (Few)

Most employers share the cost of insurance benefits with employees.

Recruitment Methods

Newspaper Ads:	Almost All
Employee Referrals:	Most
Internet:	Many

Major Employing Industries

Ranked by occupational size

- Eating & Drinking Places
- Hotels & Motels

Other Sources of Information

- California Occupational Guide No. 503 (1995)

Other Information

Promotion: Almost all employers promote to higher level positions.

General Office Clerks (Alternate Title: Office Assistants)

OES 553470

General Office Clerks perform a wide variety of tasks. Clerical duties may be assigned in accordance with the office procedures of individual establishments and may include a combination of bookkeeping, typing, stenography, office machine operation, and filing. This report does not include workers whose duties are narrowly defined.

Occupational Skills & Abilities

Qualifications cited as important for job entry

Technical Skills:

Business mathematics skills
Alphabetic and numeric filing skills
Telephone answering skills
Ability to type at least 45 words per minute
Computer skills: word processing, spreadsheet, database

Personal and Other Skills:

Organizational skills
Ability to meet deadlines
Ability to apply common sense
Customer service skills
Ability to maintain good customer relations

Basic Skills:

Ability to follow oral instructions

Training, Experience & Other Requirements

Training & Education:

Most employers require a High School diploma or equivalent. Some employers require less than High School. Few employers require a Bachelor Degree.

Experience:

Most employers require 6-36 months of experience. Some employers prefer 6-12 months of experience. Some employers accept training as a substitute for experience.

Supply & Demand Assessment

Inexperienced:

Employers report it *moderately difficult* finding inexperienced applicants.

Experienced:

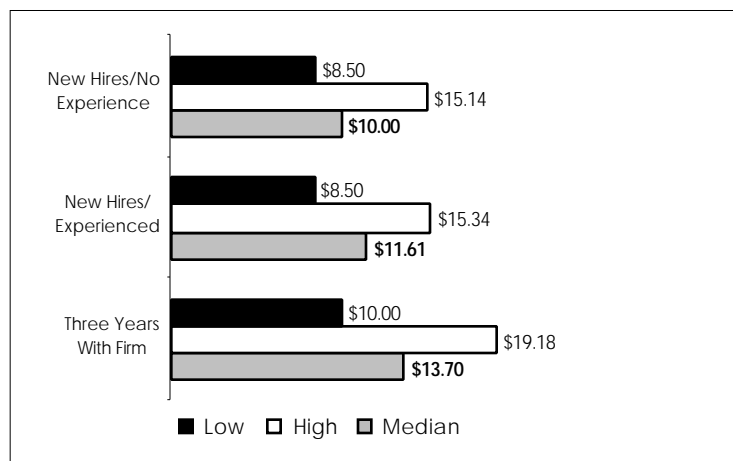
Employers report it *very difficult* finding experienced applicants.

Employment Statistics & Trends

Occupation Size:	Very Large
1995 Estimated Employment:	15,810
Projected Job Growth 1995-2002:	2.4%
Occupation Growth:	Slow Decline
Vacancies Due To:	Turnover (33%)
Male: 28%	Female: 72%

General Office Clerks (Office Assistants) (cont.)

Hourly Wages: Low, High & Median (Fall 2000)



Wages

Union wages are generally higher in the ranges.

Hours

Full-time employees work an average 39-hour week.
Part-time employees work an average 21-hour week.
Temporary employees work an average 40-hour week.
Almost all employees have a day shift, but a few employers require the swing shift.

Fringe Benefits

	Full-time	Part-time
Medical Insurance:	All	Some
Dental Insurance:	All	Some
Vision Insurance:	Most	Some
Life Insurance:	Almost All	Many
Sick Leave:	Almost All	Many
Vacation:	All	Many
Retirement Plan:	Most	Many
Child Care:	Some	Few

Other: 401k (Few)

Most employers share the cost of benefits with employees.

Recruitment Methods

Employer Referrals:	Most
Newspaper Ads:	Most
Internet:	Many

Major Employing Industries

Ranked by occupational size

- Colleges & Universities
- Commercial Banks
- Personnel Supply Services

Other Sources of Information

- California Occupational Guide: No. 295 (1997)

Other Information

Promotion: Almost all employers promote to higher level or supervisory or management positions.

Guards & Watch Guards

(Alternate Title: Security Officers)

OES 630470

Guards and Watch Guards stand guard at entrance gates or walk about premises of business or industrial establishments or private residences to prevent theft, violence, or infractions of rules; they guard property against fire, theft, vandalism, and illegal entry; they direct patrons or employees and answer questions relative to services of establishments. They control traffic to and from buildings and grounds.

Occupational Skills & Abilities

Qualifications cited as important for job entry

Technical Skills:

Report writing skills

Security guard registration (Guard Card)

Physical Abilities:

Ability to stand continuously for 2 or more hours

Personal or Other Skills:

Possession of a clean police record

Adaptable

Ability to deal effectively with difficult individuals

Basic Skills:

Ability to follow oral instructions

Ability to read and follow instructions

Oral communication skills

Training, Experience & Other Requirements:

Training & Education

Almost all employers require a High School Diploma or equivalent. Few employers accept less than a High School Diploma.

Experience

No employers require experience. Some employers prefer 12 months of experience. Some employers accept training as a substitute for experience.

Supply & Demand Assessment

Inexperienced:

Employers report it *moderately difficult* finding inexperienced applicants.

Experienced:

Employers *do not seek* experienced applicants.

Employment Statistics & Trends

Occupation Size: Very Large

1995 Estimated Employment: 6,990

Projected Job Growth 1995-2002: 19.6%

Occupation Growth: Much Faster Than Average

Vacancies Due To: Turnover (73%)

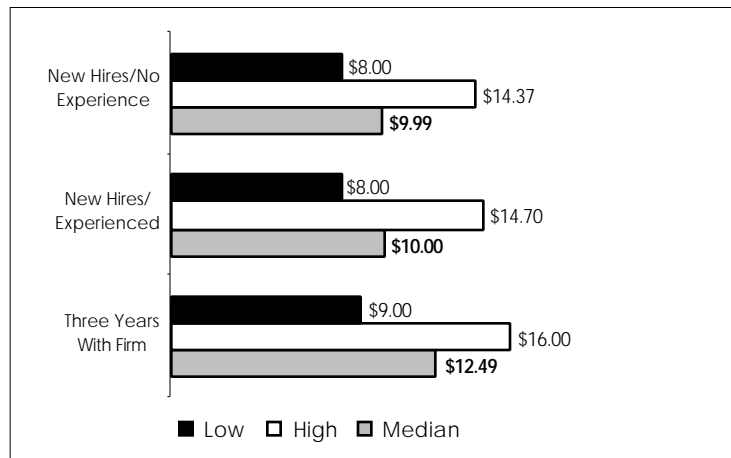
Male: 76%

Female: 24%

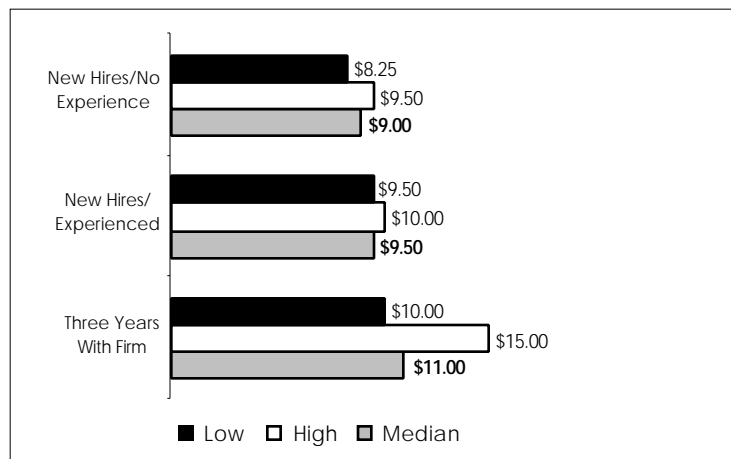
Guards & Watch Guards (Alternate Title: Security Officers) (cont.)

Hourly Wages: Low, High & Median (Fall 2000)

Non-Union



Union



Hours

Full-time employees work an average 40-hour week. Part-time employees work an average 19-hour week. Temporary employees work an average 18-hour week. Almost all employers have day, swing and graveyard shifts. Few employers report an early evening to late evening shift.

Fringe Benefits

	Full-time	Part-time
Medical Insurance:	All	Some
Dental Insurance:	All	Some
Vision Insurance:	Many	Few
Life Insurance:	Most	Many
Sick Leave:	Almost All	None
Vacation:	All	Some
Retirement Plan:	Many	Few
Child Care:	None	None

Other: 401k and Employee Assistance (Few)

Most employers share the cost of insurance benefits with employees.

Recruitment Methods

Employee Referrals:	Almost All
Newspaper Ads:	Almost All
Internet, Walk-In Applicants:	Some

Major Employing Industries

Ranked by occupational size

- Miscellaneous Business Services
- Eating & Drinking Places
- Hotels & Motels

Other sources of Information

- California Occupation Guide: None

Other Information

Promotion: Almost all employers promote to supervisory or management positions.

Hotel Desk Clerks

(Alternate Title: Front Desk [Office] Agents)

OES 538080

Hotel Desk Clerks accommodate hotel patrons by registering and assigning rooms to guests, issuing room keys, transmitting and receiving messages, keeping records of rooms occupied and guests' accounts, making and confirming reservations, and presenting statements to and collecting payments from departing guests.

Occupational Skills & Abilities

Qualifications cited as important for job entry

Technical Skills:

Bilingual skills

Computer skills: word processing

Physical Abilities:

Ability to stand continuously for 2 or more hours

Personal or Other Skills:

Understanding of a variety of cultures

Ability to handle crisis situations

Good grooming skills

Willingness to work nights, weekends, and holidays

Public contact skills

Customer service skills

Basic Skills:

Ability to read and follow instructions

Oral communication skills

Training, Experience & Other Requirements

Training & Education:

Most employers require a High School Diploma or equivalent. Some employers require less than a High School Diploma. Few employers require an Associate Degree or a Bachelor Degree.

Experience:

No employers require experience. Almost all employers prefer 6-12 months of experience. Many employers accept training as a substitute for experience.

Supply & Demand Assessment

Inexperienced:

Employers report it very difficult finding inexperienced applicants.

Experienced:

Employers do not seek experienced applicants.

Employment Statistics & Trends

Occupation Size: Medium

1995 Estimated Employment: 1,250

Projected Job Growth 1995-2002: 12%

Occupation Growth: Faster Than Average

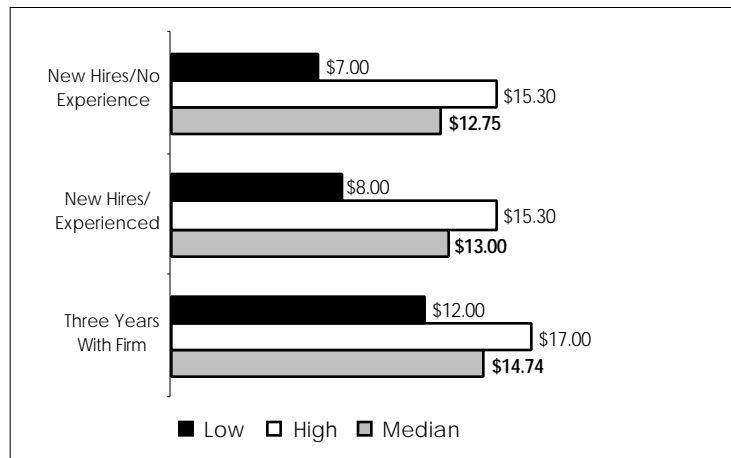
Vacancies Due To: Turnover (69%)

Male: 52% Female: 48%

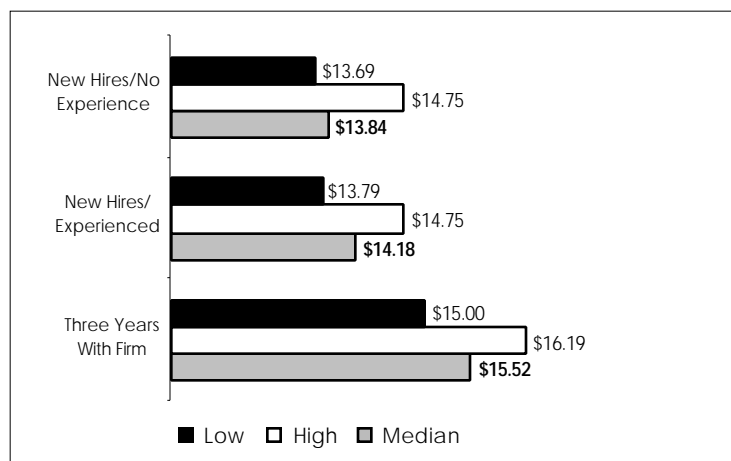
Hotel Desk Clerks (Alternate Title: Front Desk [Office] Agents (cont.)

Hourly Wages: Low, High & Median (Fall 2000)

Non-Union



Union



Wages

Some non-union employers offer bonuses.

Hours

Full-time employees work an average 39-hour week. Part-time employees work an average 20-hour week. All employers have a day shift. Almost all employers have a swing and/or a graveyard shift.

Fringe Benefits

	Full-time	Part-time
Medical Insurance:	Almost All	Many
Dental Insurance:	Almost All	Many
Vision Insurance:	Almost All	Many
Life Insurance:	Almost All	Some
Sick Leave:	Almost All	Many
Vacation:	Almost All	Many
Retirement Plan:	Many	Some
Child Care:	Few	Few

Other: 401k (Some)

Many employers share the cost of insurance benefits with employees.

Recruitment Methods

Newspaper Ads:	Most
Employee Referrals:	Most
Internet:	Many

Major Employing Industries

Ranked by occupational size

- Hotels & Motels

Other Sources of Information

- California Occupational Guide No. 70 (1995)

Other Information

Promotion: All employers promote to supervisory or management positions.

Internet Web Site Designers/Developers (Webmasters)

Non OES 031064999

Internet Web Site Designers/Developers (Webmasters) are responsible for managing the content of an organization's Internet web site. Usually using specialized software, they create, design and maintain web pages to communicate an organization's message to Internet users.

Occupational Skills & Abilities

Qualifications cited as important for job entry

Technical Skills:

Knowledge of Windows and Macintosh platforms
Web site design and editing skills
Ability to design computer graphic images
Ability to create hypertext markup
Knowledge of PhotoShop, Quark Express, Adobe Illustrator
Knowledge of download time, bandwidth, Internet browsers
Knowledge of Java, PERL and VMRL programming
Other computer skills: word processing, spreadsheet, database, desktop publishing

Physical Abilities:

Ability to sit continuously for 2 or more hours

Personal or Other Skills:

Ability to work independently

Basic Skills:

Oral communication skills

Training, Experience & Other Requirements

Training & Education:

Most employers require a Bachelor Degree. Some employers require less than a High School Diploma or equivalent.

Experience:

Almost all employers require 12-60 months of experience. Few employers prefer 12-24 months of experience. Some employers accept training as a substitute for experience. Some employers require technical training.

Supply & Demand Assessment

Inexperienced:

Employers report it *moderately difficult* finding inexperienced applicants.

Experienced:

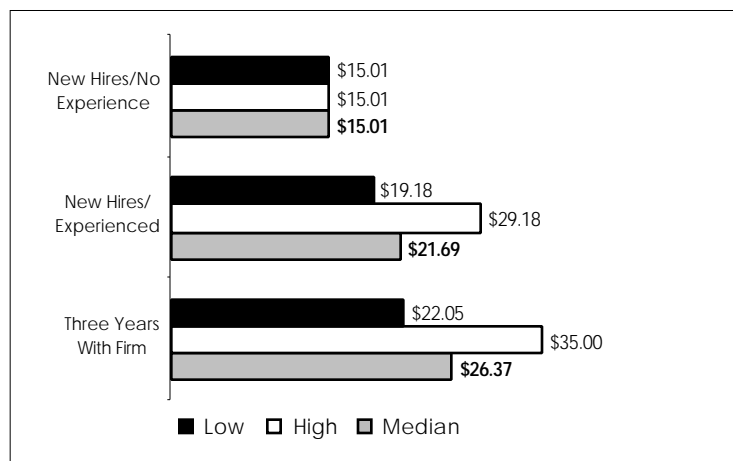
Employers report it *very difficult* finding experienced applicants.

Employment Statistics & Trends

Occupation Size:	N/A
1995 Estimated Employment:	N/A
Projected Job Growth 1995-2002:	N/A
Occupation Growth:	N/A
Vacancies Due To:	Promotions (57%)
Male: 74%	Female: 26%

Internet Web Site Designers/Developers (Webmasters) (cont.)

Hourly Wages: Low, High & Median (Fall 2000)



Wages

Few employers offer bonuses.

Hours

Full-time employees work an average 40-hour week. All employers have a day shift.

Fringe Benefits

	Full-time
Medical Insurance:	All
Dental Insurance:	All
Vision Insurance:	Almost All
Life Insurance:	Most
Sick Leave:	All
Vacation:	All
Retirement Plan:	Most
Child Care:	None

Other: 401k (Some)

Many employers share the cost of benefits with employees.

Recruitment Methods

Employee Referrals:	Most
Newspaper Ads:	Most
Internet:	Most

Major Employing Industries

Ranked by occupational size

- N/A

Other Sources of Information

- California Occupational Guide: None

Other Information

Promotion: Many employers promote to higher level or supervisory or management positions.

Licensed Vocational Nurses care for ill, injured, convalescent, and handicapped persons in hospitals, clinics, private homes, sanitariums, and similar institutions.

Occupational Skills & Abilities

Qualifications cited as important for job entry

Technical Skills:

Ability to administer medications
Ability to take vital signs
Ability to detect complications in patients
Ability to explain to patient and family members self-care techniques
Computer skills: word processing, spreadsheet, database

Personal & Other Skills:

Possession of emotional stability
Ability to deal effectively with difficult individuals
Caring and sympathetic attitude
Ability to interact well with others

Basic Skills:

Ability to read and follow instructions
Oral communication skills

Training, Experience & Other Requirements

Training & Education:

Many employers require an Associate Degree. Many employers require a High School Diploma or the equivalent. Few employers require less than a High School Diploma or the equivalent.

Experience:

Some employers require 6-24 months of experience. Many employers prefer 12 months of experience. Some employers accept training as a substitute for experience. Almost all employers require vocational training (for the LVN license).

Supply & Demand Assessment

Inexperienced:

Employers report it *very difficult* finding inexperienced applicants.

Experienced:

Employers report it *very difficult* finding experienced applicants.

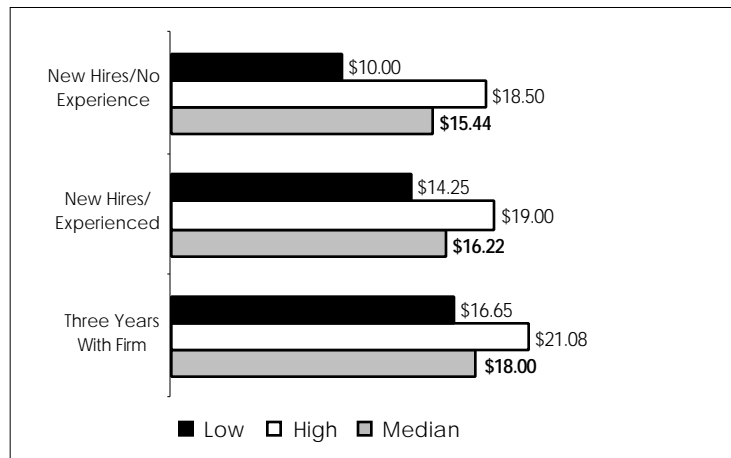
Employment Statistics & Trends

Occupation Size:	Large
1995 Estimated Employment:	1,540
Projected Job Growth 1995-2002:	1.3%
Occupation Growth:	Slower Than Average
Vacancies Due To:	Turnover (88%)
Male: 17%	Female: 83%

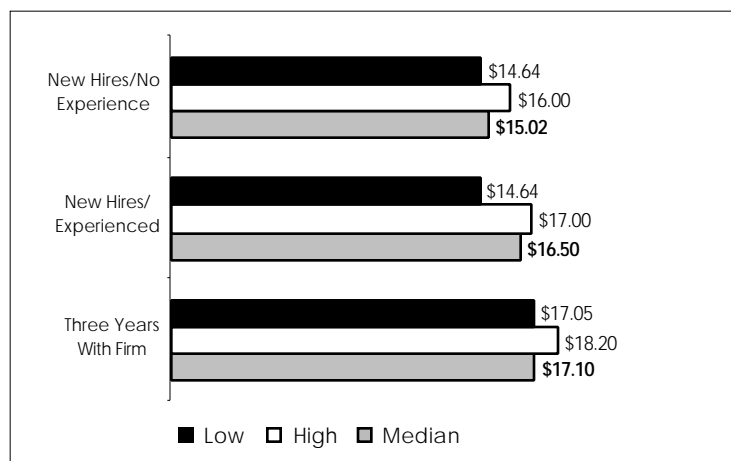
Licensed Vocational Nurses (cont.)

Hourly Wages: Low, High & Median (Fall 2000)

Non-Union



Union



Hours

Full-time employees work an average 39-hour week. Part-time employees work an average 23-hour week. Temporary employees work an average 12-hour week. Almost all employers have a day shift. Many employers have a swing and/or a graveyard shift.

Fringe Benefits

	Full-time	Part-time
Medical Insurance:	All	Some
Dental Insurance:	Almost All	Some
Vision Insurance:	Many	None
Life Insurance:	Most	Some
Sick Leave:	Almost All	Some
Retirement Plan:	Many	Some
Vacation:	Almost All	Some
Child Care:	None	None

Other: 401k (Some); Long Term Disability Insurance, Parking and Employee Assistance Plan (Few)

Most employers share the cost of insurance benefits with employees.

Recruitment Methods

Newspaper Ads:	Almost All
Employee Referrals:	Most
Internet:	Many

Major Employing Industries

Ranked by occupational size

- Hospitals
- Nursing & Personal Care Facilities
- Religious Organizations

Other Sources of Information

- California Occupational Guide No. 213 (1997)
- California License Handbook (1997)

Other Information

Promotion: Almost all employers promote to supervisory positions or Registered Nurse with additional education.

Marketing, Advertising, & Public Relations Managers OES 130110

Marketing, Advertising, and Public Relations Managers formulate marketing policies, direct sales activities, and plan, organize, and direct advertising and public relations activities for a department, an entire organization, or on an account basis.

Occupational Skills & Abilities

Qualifications cited as important for job entry

Technical Skills:

Ability to apply marketing techniques

Verbal presentation skills

Computer skills: word processing, spreadsheet, database, desktop publishing

Personal or Other Skills:

Ability to work as part of a team

Ability to meet deadlines

Interpersonal skills

Ability to work under pressure

Ability to maintain good customer relations

Ability to maintain good business relationships

Ability to manage multiple priorities

Basic Skills:

Oral communication skills

Training, Experience & Other Requirements

Training & Education:

Most employers require a Bachelor Degree. Few employers require either a High School Diploma or equivalent.

Experience:

Most employers require a 24-96 months of experience. Few employers prefer 60 months of experience. Few employers accept training as a substitute for experience.

Supply & Demand Assessment

Inexperienced:

Employers report it *very difficult* finding inexperienced applicants.

Experienced:

Employers report it *moderately difficult* finding experienced applicants.

Employment Trends & Statistics

Occupation Size: *Large*

1995 Estimated Employment: 3,230

Projected Job Growth 1995-2002: 22.3%

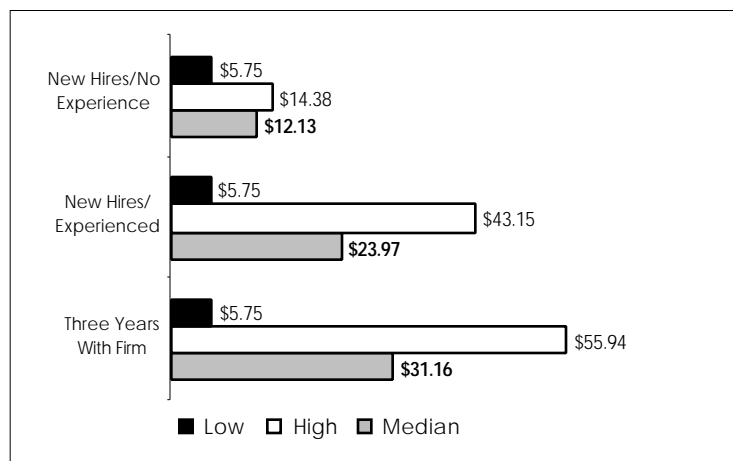
Occupation Growth: *Much Faster Than Average*

Vacancies Due To: *Promotions (47%)*

Male: 47% Female: 53%

Marketing, Advertising, & Public Relations Managers (cont.)

Hourly Wages: Low, High & Median (Fall 2000)



Wages

Many employers offer bonuses. Few employers offer commissions.

Hours

Full-time employees work an average 42-hour week. Part-time employees work an average 28-hour week. All employers have a day shift.

Fringe Benefits

	Full-time	Part-time
Medical Insurance:	All	All
Dental Insurance:	All	All
Vision Insurance:	Most	All
Life Insurance:	All	All
Sick Leave:	Almost All	All
Vacation:	All	All
Retirement Plan:	Many	All
Child Care:	None	None

Other: 401k (Many); Long Term Care, Stock Options, Disability Insurance, Employee Assistance (Few)

Many employers share the cost of insurance benefits with employees.

Recruitment Methods

Internet:	Most
Employee Referrals:	Many
Newspaper Ads:	Many

Major Employing Industries

Ranked by occupational size

- Advertising
- Management & Public Relations
- Commercial Banks

Other Sources of Information

- California Occupational Guide: None

Other Information

Promotion: Most employers promote to higher levels or supervisory or management positions.

Nurse Aides

(Alternate Title: Certified Nursing Assistants)

OES 660080

Nurse Aides work under the direction of nursing or medical staff to provide auxiliary services in the care of patients. They perform duties such as answering patients' call bells, serving and collecting food trays, and feeding patients. Nurse Aides may be called Assistants, Attendants, or Orderlies. Orderlies are primarily concerned with the care of male patients, setting up equipment, and relieving nurses of heavier work. This report does not include Psychiatric Aides or Home Health Aides.

Occupational Skills & Abilities

Qualifications cited as important for job entry

Technical Skills:

Ability to provide personal services to patients
Ability to take vital signs
Possession of Nurses Aid Certification

Physical Abilities:

Ability to lift at least 50 lbs. repeatedly
Ability to handle crisis situations
Ability to work independently
Ability to work under pressure

Basic Skills:

Ability to follow oral instructions
Ability to read and follow instructions
Oral communication skills

Training, Education & Other Requirements

Training & Education:

Almost all employers require a High School Diploma or equivalent. Few employers require less than a High School Diploma or equivalent. Employers prefer employees obtain Certification.

Experience:

Many employers require 6-24 months of experience. Some employers prefer 12 months of experience. Many employers accept training as a substitute for experience.

Supply & Demand Assessment

Inexperienced:

Employers report it *moderately difficult* finding inexperienced applicants.

Experienced:

Employers report it *very difficult* finding experienced applicants.

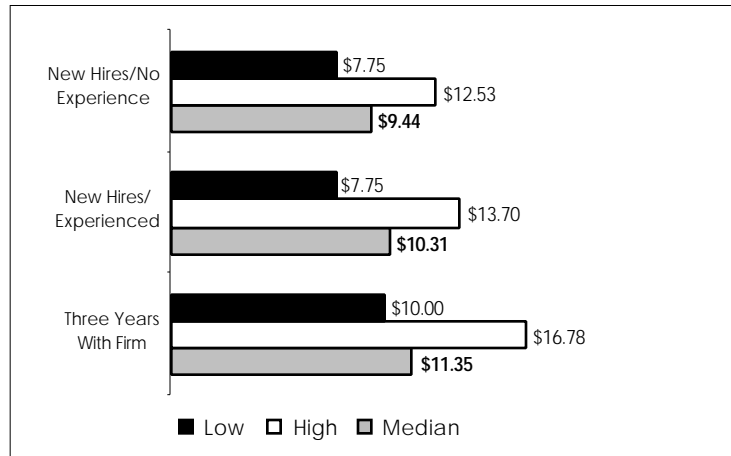
Employment Statistics & Trends

Occupation Size:	Very Large
1995 Estimated Employment:	3,970
Projected Job Growth 1995-2002:	1.5%
Occupation Growth:	Slower Than Average
Vacancies Due To:	Turnover (67%)
Male: 16%	Female: 84%

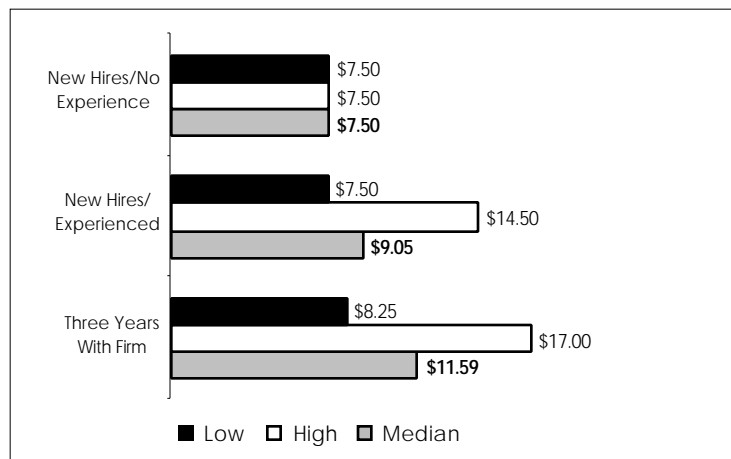
Nurse Aides (Alternate Title: Certified Nursing Assistants) (cont.)

Hourly Wages: Low, High & Median (Fall 2000)

Non-Union



Union



Hours

Full-time employees work an average 39-hour week. Part-time employees work an average 23-hour week. Temporary employees work an average 14-hour week. All employers have a day shift. Many employers have a swing and/or a graveyard shift.

Fringe Benefits

	Full-time	Part-time
Medical Insurance:	All	Most
Dental Insurance:	All	Most
Vision Insurance:	Almost All	Some
Life Insurance:	All	Most
Sick Leave:	All	Most
Vacation:	All	Most
Retirement Plan:	Almost All	Most
Child Care:	Few	None

Other: 401k, In House Parking, Employee Assistance Plan (Few)

Recruitment Methods

Employee Referrals:	Almost All
Newspaper Ads:	Most
School-Program Referrals, Internet & Other (Community Agencies):	Some

Major Employing Industries

Ranked by occupational size

- Nursing & Personal Care Facilities
- Hospitals
- Residential Care Facilities

Other Sources of Information

- California Occupational Guide No. 442 (1996)
- California License Handbook (1997)

Other Information

Promotion: Almost all employers promote to higher level positions. Nurse Aides can be promoted to Licensed Vocational Nurses with education.

Parking Lot Attendants (Alternate Title: Valets)

OES 978080

Parking Lot Attendants park autos for customers in a parking lot or storage garage.

Occupational Skills & Abilities

Qualifications cited as important for job entry

Technical Skills:

Bondable
Possession of a valid driver's license
Parking skills

Physical Abilities:

Ability to stand continuously for 2 or more hours

Personal or Other Skills:

Good grooming skills
Public contact skills
Ability to work independently
Possession of a good DMV driving record
Customer service skills

Basic Skills:

Ability to follow oral instructions
Oral communication skills

Training, Experience & Other Requirements

Training & Education:

Many employers require a High School Diploma or equivalent. Many employers require less than a High School Diploma.

Experience:

No employers require experience. Many employers prefer 6 months of experience. Most employers accept training as a substitute for experience.

Supply & Demand Assessment

Inexperienced:

Employers report it *moderately difficult* finding inexperienced applicants.

Experienced:

Employers *do not seek* experienced applicants.

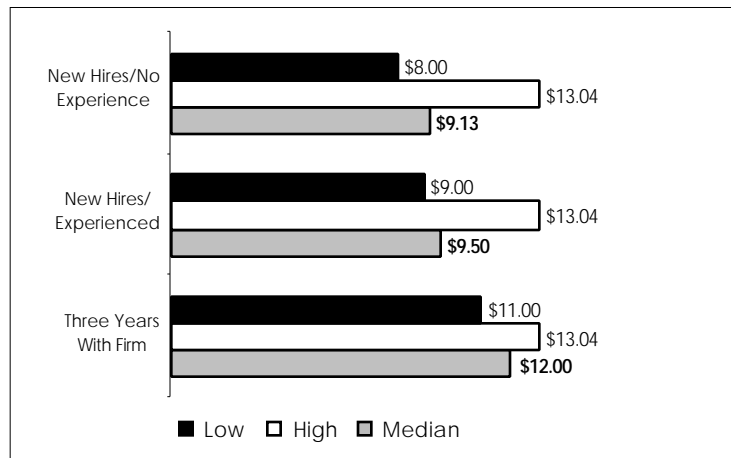
Employment Statistics & Trends

Occupation Size:	Medium
1995 Estimated Employment:	1,200
Projected Job Growth 1995-2002:	8.3%
Occupation Growth:	Remain Stable
Vacancies Due To:	Turnover (37%)
Male: 83%	Female: 17%

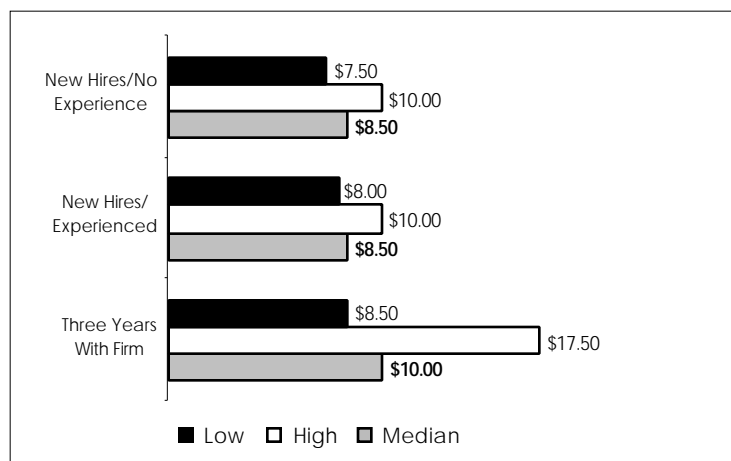
Parking Lot Attendants (Alternate Title: Valets) (cont.)

Hourly Wages: Low, High & Median (Fall 2000)

Non-Union



Union



Wages

Many employers provide opportunities for tips.

Hours

Full-time employees work an average 40-hour week. Part-time employees work an average 19-hour week. Temporary employees work an average 40-hour week. Seasonal employees work an average 30-hour week. All employers have a day shift. Almost all employers have a swing shift. Many employers have a graveyard shift.

Fringe Benefits

	Full-time
Medical Insurance:	Almost All
Dental Insurance:	Almost All
Vision Insurance:	Almost All
Life Insurance:	Many
Sick Leave:	Many
Vacation:	Most
Retirement Plan:	Many
Child Care:	None

Other: 401k (Few)

Many employers share the cost of insurance benefits with employees. Part-time employees are less likely to receive benefits.

Recruitment Methods

Employee Referrals:	Almost All
Newspaper Ads:	Many
Walk-In Applicants:	Many

Major Employing Industries

Ranked by occupational size

- Automobile Parking

Other Sources of Information

- California Occupational Guide: None

Other Information

Promotion: All employers promote to supervisory or management positions.

Plumbers, Pipefitters, & Steamfitters

OES 875020

Plumbers, Pipefitters, and Steamfitters assemble, install, alter and repair pipe systems (metal, plastic, ceramic, composition, etc.) that carry water, steam, air, or other liquids or gases. This report does not include plumbers and pipefitters who primarily install and repair heating, air conditioning, and refrigeration systems.

Occupational Skills & Abilities

Qualifications cited as important for job entry

Technical Skills:

Ability to read blueprints
Ability to use hand tools
Pipefitting skills
Problem solving skills

Physical Abilities:

Ability to work in awkward positions
Ability to stand continuously for 2 or more hours
Ability to lift at least 50 lbs. repeatedly

Personal or Other Skills:

Willingness to work with close supervision
Ability to work independently

Basic Skills:

Ability to read and follow instructions

Training, Experience & Other Requirements

Training & Education:

All employers require a High School Diploma or equivalent.

Experience:

Most employers require 6-60 months of experience. Many employers accept training as a substitute experience. Almost all employers require vocational training. Apprentice programs are a combination of 60 months of classroom and on the job experience. Upon completion, apprentice plumbers become journey persons.

Supply & Demand Assessment

Inexperienced:

Employers report it *moderately difficult* finding inexperienced applicants.

Experienced:

Employers report it *moderately difficult* finding experienced applicants.

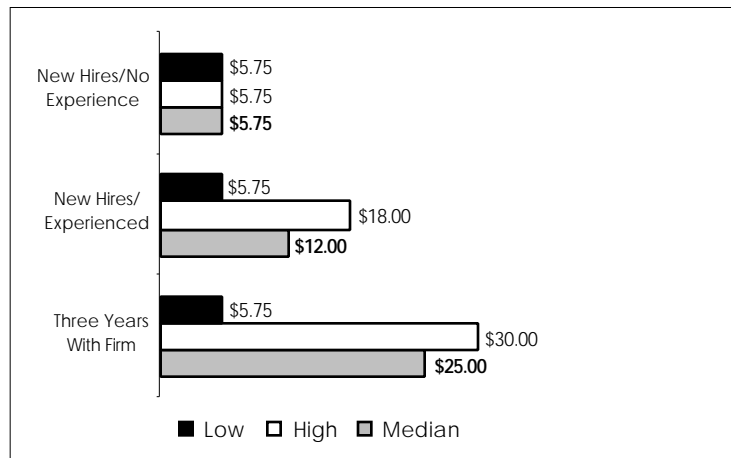
Employment Statistics & Trends

Occupation Size:	Medium
1995 Estimated Employment:	770
Projected Job Growth 1995-2002:	15.6%
Occupation Growth:	Much Faster Than Average
Vacancies Due To:	Growth (57%)
Male: 99%	Female: 1%

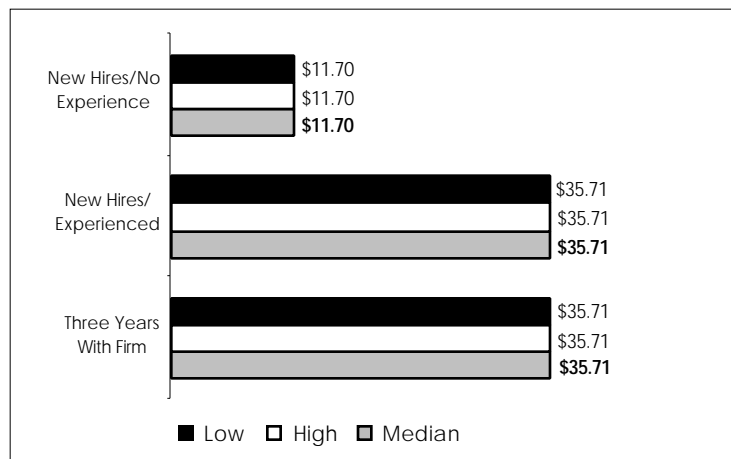
Plumbers, Pipefitters, & Steamfitters (cont.)

Hourly Wages: Low, High & Median (Fall 2000)

Non-Union



Union



Wages

Few non-union employers offer commissions.

Hours

Full-time employees work an average 40-hour week. Part-time employees work an average 20-hour week. Temporary employees work an average 38-hour week. All employers have a day shift. Many employers have a swing shift.

Fringe Benefits

	Full-time
Medical Insurance:	All
Dental Insurance:	Many
Vision Insurance:	Most
Life Insurance:	None
Sick Leave:	Few
Vacation:	All
Retirement Plan:	Almost All
Child Care:	None

Almost all employers pay the full cost of insurance benefits for employees.

Recruitment Methods

Union Referrals:	Many
Employee Referrals:	Many
Other (Word of Mouth):	Some

Major Employing Industries

Ranked by occupational size

- Plumbing, Heating, Air Conditioning
- Local Government, Except Hospitals & Education
- Residential Building Construction

Other Sources of Information

- California Occupational Guide No. 173 (1998)

Other Information

Promotion: Almost all employers promote to supervisory or management positions.

Receptionists and Information Clerks answer inquiries and obtain information for the general public (customers, visitors, and interested parties) concerning activities conducted at an establishment, such as the location of offices or persons within the firm, departments within the store, or services within the hotel. They may perform a variety of other clerical duties. This report does not include Receptionists who primarily operate switchboards.

Occupational Skills & Abilities

Qualifications cited as important for job entry

Technical Skills:

Telephone answering skills

Computer skills: word processing, spreadsheet

Physical Abilities:

Ability to sit continuously for 2 or more hours

Personal or Other Skills:

Public contact skills

Customer service skills

Diplomacy

Listening skills

Flexibility

Ability to interact well with others

Basic Skills:

Ability to follow oral instructions

Oral communication skills

Training, Experience & Other Requirements

Training & Education:

Most employers require a High School Diploma or equivalent. Some employers accept less than High School.

Experience:

Many employers require 6-24 months of experience. Many employers accept 6-24 months of other work experience. Few employers accept training as a substitute for experience.

Supply & Demand Assessment

Inexperienced:

Employers report it *moderately difficult* finding inexperienced applicants.

Experienced:

Employers report it *moderately difficult* finding experienced applicants.

Employment Statistics & Trends

Occupation Size: Very Large

1995 Estimated Employment 5,980

Projected Job Growth 1995-2002: 22.6%

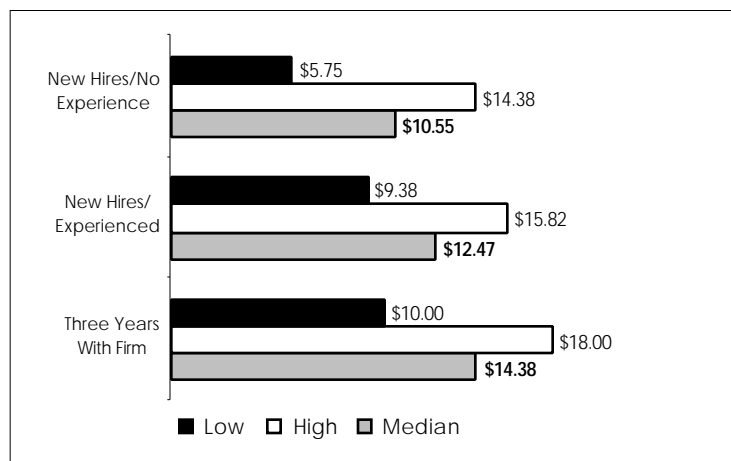
Occupation Growth: Much Faster Than Average

Vacancies Due To: Turnover (58%)

Male: 17% Female: 83%

Receptionists & Information Clerks (cont.)

Hourly Wages: Low, High & Median (Fall 2000)



Wages

Union wages are generally higher in the range. Few employers offer bonuses.

Hours

Full-time employees work an average 39-hour week. Part-time employees work an average 23-hour week. All employers have a day shift, but a few employers require weekend or evening work.

Fringe Benefits

	Full-time
Medical Insurance:	Almost All
Dental Insurance:	Almost All
Vision Insurance:	Many
Life Insurance:	Almost All
Sick Leave:	Almost All
Vacation:	All
Retirement Plan:	Most
Child Care:	Few

Other: 401k (Some); Stock Options and 403b (Few)

Some employers share the cost of insurance benefits with employees. Part-timers are less likely to receive benefits.

Recruitment Methods

Newspaper Ads:	Almost All
Employee Referrals:	Almost All
Internet:	Many

Major Employing Industries

Ranked by occupational size

- Personnel Supply Services
- Miscellaneous Amusement, Recreation Service
- Legal Services

Other Sources of Information

- California Occupational Guide No. 21 (1998)

Other Information

Promotion: All employers promote to higher level or supervisory or management positions.

Registered Nurses administer nursing care to ill or injured persons. This group includes administrative, public health, industrial, private duty, and surgical nurses. Licensing or registration is required. This report does not include Nursing Instructors and Teachers.

Occupational Skills & Abilities

Qualifications cited as important for job entry

Technical Skills:

Ability to administer injections
Ability to apply transferring techniques moving patients
Ability to analyze data to solve problems
Knowledge of medical terminology
Computer skills: word processing, spreadsheet, database

Physical Abilities:

Ability to lift and move patients

Personal or Other Skills:

Ability to handle crisis situations
Ability to work under pressure
Ability to make decisions

Basic Skills:

Ability to read and follow instructions
Oral communication skills

Training, Experience & Other Requirements

Training & Education:

Many employers require a Bachelor Degree. Many employers require an Associate Degree.

Experience:

Most employers require 6-36 months of experience. Some employers prefer 6-12 months of experience. Some employers accept training as a substitute for experience. Almost all employers require vocational training for the Registered Nurse license.

Supply & Demand Assessment

Inexperienced:

Employers report it *very difficult* finding inexperienced applicants.

Experienced:

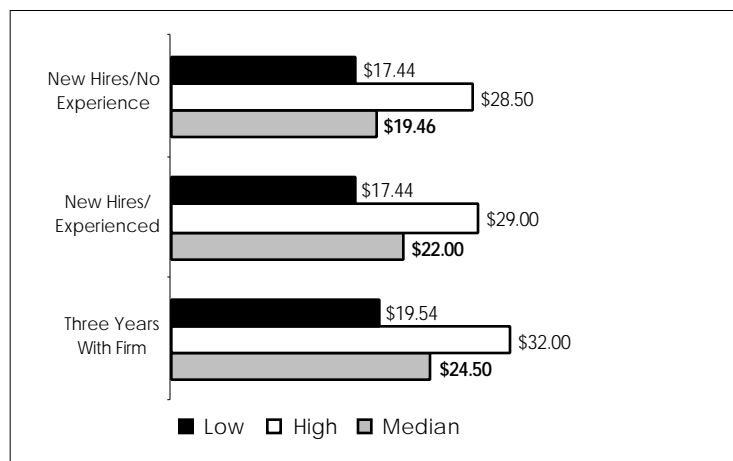
Employers report it *very difficult* finding experienced applicants.

Employment Statistics & Trends

Occupation Size: Very Large
1995 Estimated Employment: 7,900
Projected Job Growth 1995-2002: 1.1%
Occupation Growth: Remain Stable
Vacancies Due To: Turnover (82%)
Male: 11% Female: 89%

Registered Nurses (cont.)

Hourly Wages: Low, High & Median (Fall 2000)



Wages

Union wages are generally higher in the range.

Hours

Full-time employees work an average 39-hour week.
Part-time employees work an average 21-hour week.
Temporary employees work an average 22-hour week.
Almost all employers have a day shift. Most employers have a swing and/or a graveyard shift.

Fringe Benefits

	Full-time	Part-time
Medical Insurance:	Almost All	Many
Dental Insurance:	Most	Many
Vision Insurance:	Most	Some
Life Insurance:	Most	Many
Sick Leave:	Most	Many
Vacation:	Most	Most
Retirement Plan:	Many	Some
Child Care:	None	Few

Other: 401k (Many); Parking and Employee Assistance Program (Few)

Most employers share the cost of insurance benefits with employees.

Recruitment Methods

Newspaper Ads:	Almost All
Employee Referrals:	Many
Internet:	Some

Major Employing Industries

Ranked by occupational size

- Hospitals
- Offices & Clinics of Medical Doctors
- Federal Government

Other Sources of Information

- California Occupational Guide No. 29 (1996)
- California License Handbook (1997)

Other Information

Promotion: Almost all employers promote to supervisory or

Secretaries, Except Legal & Medical (Alternate Title: Administrative Support)

OES 551080

Secretaries (except Legal and Medical) relieve officials of clerical work and minor administrative and business detail by scheduling appointments, giving information to callers, taking dictation, composing and typing routine correspondence, reading and routing incoming mail, and filing correspondence and other records. They may perform various other assigned clerical duties.

Occupational Skills & Abilities

Qualifications cited as important for job entry

Technical Skills:

Alphabetic and numeric filing skills
Proofreading skills
English grammar, spelling, and punctuation skills
Telephone answering skills
Computer skills: word processing, spreadsheet, database

Personal or Other Skills:

Public contact skills
Interpersonal skills
Ability to work under pressure

Basic Skills:

Ability to follow oral instructions
Ability to read and follow instructions
Oral communication skills

Training, Experience & Other Requirements

Training & Education:

Many employers require a High School Diploma or equivalent. Some employers require an Associate Degree. Few employers require a Bachelor Degree.

Experience:

Most employers require 6-60 months of experience. Few employers prefer 6-60 months of experience. Few employers accept training as a substitute for experience.

Supply & Demand Assessment

Inexperienced:

Employers report it *moderately difficult* finding inexperienced applicants.

Experienced:

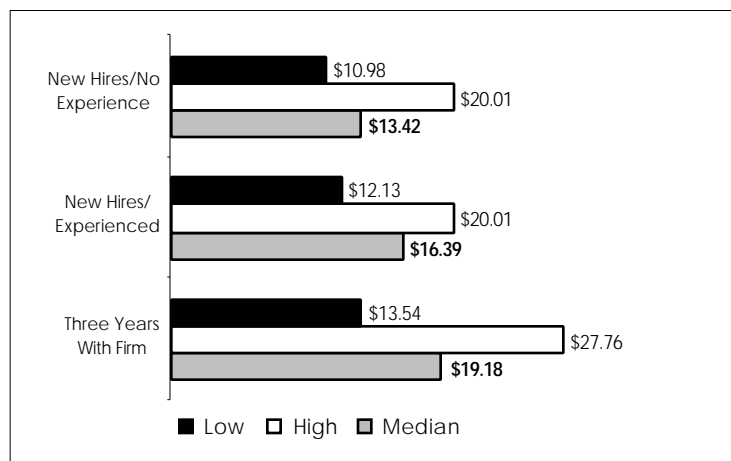
Employers report it *very difficult* finding experienced applicants.

Employment Statistics & Trends

Occupation Size: Very Large
1995 Estimated Employment: 13,320
Projected Job Growth 1995-2002: 11.1%
Occupation Growth: Faster Than Average
Vacancies Due To: Promotions (31%)
Male: 17% Female: 83%

Secretaries, Except Legal & Medical (Administrative Support)

Hourly Wages: Low, High & Median (Fall 2000)



Wages

Some employers offer bonuses.

Hours

Full-time employees work an average 39-hour week. Temporary employees work an average 45-hour week. All employers have a day shift.

Fringe Benefits

	Full-time
Medical Insurance:	All
Dental Insurance:	All
Vision Insurance:	Most
Life Insurance:	Almost All
Sick Leave:	All
Vacation:	All
Retirement Plan:	Most
Child Care:	Few

Other: 401k (Some); Short and/or Long Term Disability Insurance, Long Term Care, Emergency Child Care (Few)

Many employers share the cost of insurance benefits with employees.

Recruitment Methods

Newspaper Ads:	Most
Internet:	Many
Employee Referrals:	Many

Major Employing Industries

Ranked by occupational size

- Colleges & Universities
- Personnel Supply Services
- Security Brokers & Dealers

Other Sources of Information

- California Occupational Guide: No. 128 (1997)

Other Information

Promotion: Most employers promote to higher level or supervisory or management positions.

Social Workers, Except Medical & Psychiatric (Alternate Title: Case Managers)

OES 273050

Social Workers, (except Medical and Psychiatric) counsel and aid individuals and families requiring social service assistance. This report may include Community Organizational Social Workers who plan, organize and work with community groups to solve problems. This report does not include workers who are primarily Medical, Psychiatric, or Chemical Dependency Social Workers.

Occupational Skills & Abilities

Qualifications cited as important for job entry

Technical Skills:

Social work skills
Knowledge of family social work
Ability to interview others for information
Verbal presentation skills
Problem solving skills
Computer skills: word processing

Personal or Other Skills:

Ability to handle crisis situations
Public contact skills
Ability to work under pressure

Basic Skills:

Ability to think logically
Oral communication skills

Training, Experience & Other Requirements

Training & Education:

Many employers require a Bachelor Degree. Some employers require Graduate Study. Few employers require an Associate Degree or a High School Diploma or equivalent.

Experience:

Almost all employers require 6-36 months of experience. Some employers prefer 6 months of experience. Some employers accept training as a substitute for experience.

Supply & Demand Assessment

Inexperienced:

The few employers who hire report it very difficult finding inexperienced applicants.

Experienced:

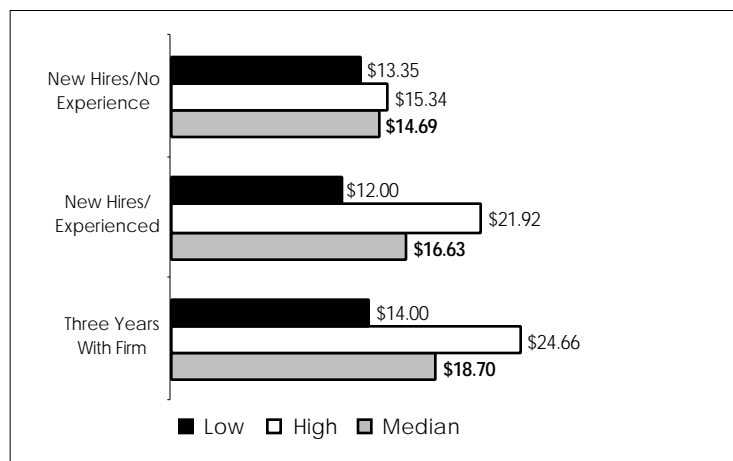
Employers report it moderately difficult finding experienced applicants.

Employment Statistics & Trends

Occupation Size:	Medium
1995 Estimated Employment:	1,140
Projected Job Growth 1995-2002:	12.3%
Occupation Growth:	Faster Than Average
Vacancies Due To:	Turnover (35%)
Male: 18%	Female: 82%

Social Workers, Except Medical & Psychiatric (cont.)

Hourly Wages: Low, High & Median (Fall 2000)



Wages

Union wages are generally higher in the range.

Hours

Full-time employees work an average 39-hour week. Part-timer employees work an average 21-hour week. Temporary and seasonal workers work an average 20-hour week. All employers have a day shift. Few employers have a swing shift.

Fringe Benefits

	Full-time	Part-time
Medical Insurance:	All	Many
Dental Insurance:	All	Many
Vision Insurance:	Most	Many
Life Insurance:	Almost All	Many
Sick Leave:	All	Many
Vacation:	All	Many
Retirement Plan:	Almost All	Some
Child Care:	Some	Some

Other: Long Term Disability (Few); 401k (Few); 403b (Few)

Many employers share the cost of insurance benefits with full-time employees. Almost all employers pay the cost of insurance benefits for part-time employees.

Recruitment Methods

Newspaper Ads:	Almost All
Internet:	Most
Employee Referrals:	Many

Major Employing Industries

Ranked by occupational size

- Individual & Family Services
- Local Government
- Social Services

Other Sources of Information

- California Occupational Guide: No. 122 (1998)

Other Information

Promotion: Almost all employers promote to supervisory or management positions.

Stock Clerks-Stockroom, Warehouse, & Storage Yard OES 580230

Stock Clerks, Stockroom, Warehouse, and Storage Yard, receive, store, and issue materials, equipment, and other items from the stockroom, warehouse, or storage yard, and keep records and compile stock reports. This report does not include Stockroom Laborers and workers whose primary duties involve shipping, weighing, and checking.

Occupational Skills & Abilities

Qualifications cited as important for job entry

Technical Skills:

- Ability to accurately record and report information
- Ability to analyze data to solve problems
- Ability to synthesize information

Physical Abilities:

- Ability to stand for prolonged periods
- Ability to lift at least 50 lbs. repeatedly

Personal or Other Skills:

- Willingness to work nights, weekends, and holidays
- Ability to work under pressure
- Ability to interact well with others

Basic Skills:

- Ability to follow oral instructions
- Ability to read and follow instructions

Training, Experience & Other Requirements

Training & Education:

Most employers require less than a High School Diploma. Some employers require a High School Diploma or equivalent.

Experience:

No employers require experience. Few employers prefer 6 months of experience. Few employers accept training as a substitute for experience.

Supply & Demand Assessment

Inexperienced:

Employers report it *moderately difficult* finding inexperienced applicants.

Experienced:

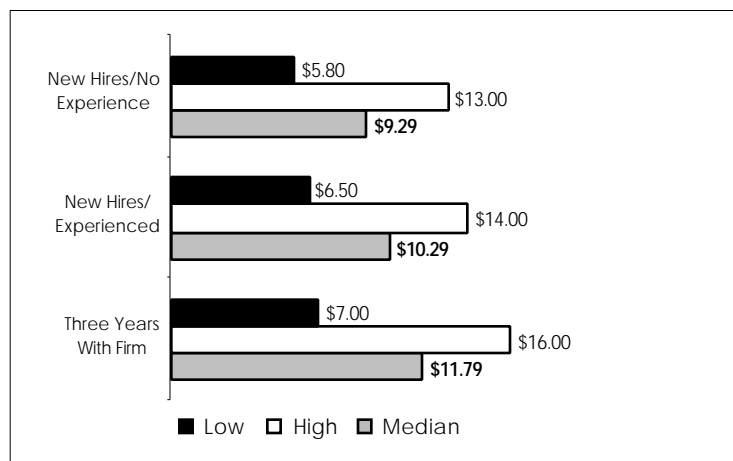
Employers *do not seek* experienced applicants.

Employment Statistics & Trends

Occupation Size:	Large
1995 Estimated Employment:	2,330
Projected Job Growth 1995-2002:	6.9%
Occupation Growth:	Slower Than Average
Vacancies Due To:	Temporary Hires (56%)
Male:	66%
Female:	34%

Stock Clerks-Stockroom, Warehouse, & Storage Yard (cont.)

Hourly Wages: Low, High & Median (Fall 2000)



Hours

Full-time employees work an average 40-hour week. Part-time employees and seasonal employees work an average 20-hour week. All employers have a day shift. Few employers have a swing shift. Few employers have a late morning to early evening shift.

Fringe Benefits

	Full-time
Medical Insurance:	Almost All
Dental Insurance:	Almost All
Vision Insurance:	Most
Life Insurance:	Many
Sick Leave:	Most
Vacation:	Almost All
Retirement Plan:	Most
Child Care:	None

Other: 401k (Some)

Some employers share the cost of insurance benefits with employees. Part time employees are less likely to receive benefits.

Recruitment Methods

Employee Referrals:	Most
Newspaper Ads:	Most
Walk-In Applicants:	Some

Major Employing Industries

Ranked by occupational size

- Personnel Supply Services
- Groceries & Related Products
- Department Stores

Other Sources of Information

- California Occupational Guide No. 74 (1994)

Other Information

Promotion: All employers promote to higher levels or supervisory or management positions.

Systems Analysts-Electronic Data Processing

OES 251020

Systems Analysts, Electronic Data Processing, analyze business, scientific, and technical problems for application to electronic data processing systems. This report does not include persons working primarily as engineers, mathematicians, programmers, or scientists.

Occupational Skills & Abilities

Qualifications cited as important for job entry

Technical Skills:

Ability to write, edit, and debug computer programs
Knowledge of microcomputer hardware and operating systems
Problem solving skills
Ability to use Microsoft C++ programming language
Other computer skills: word processing, spreadsheet, database

Physical Abilities:

Ability to sit continuously for 2 or more hours

Personal or Other Skills:

Ability to work independently
Interpersonal skills
Ability to make decisions

Basic skills:

Ability to read and follow instructions

Training, Experience & Other Requirements

Training & Education:

Many employers require a Bachelor Degree. Few employers require an Associate Degree. Some employers require a High School Diploma or equivalent.

Experience:

Most employers require 12-60 months of experience. Some employers prefer of 3-24 months experience. Some employers accept training as a substitute for experience. Many employers require technical training.

Supply & Demand Assessment

Inexperienced:

Employers report it *moderately difficult* finding inexperienced applicants.

Experienced:

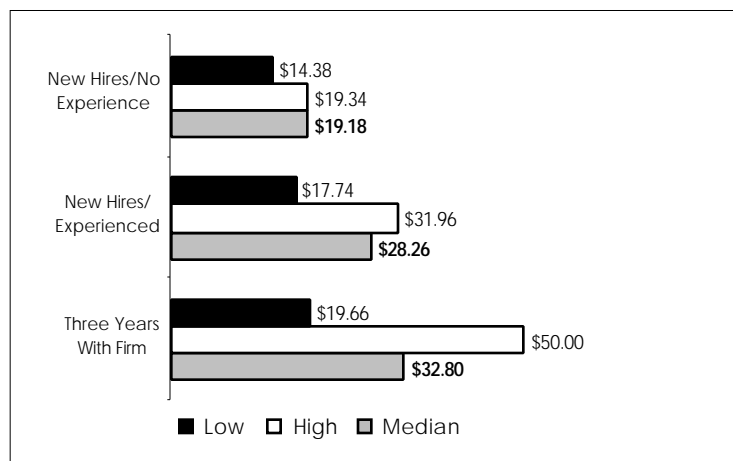
Employers report it *very difficult* finding experienced applicants.

Employment Statistics & Trends

Occupation Size:	Large
1995 Estimated Employment:	2,770
Projected Job Growth 1995-2002:	63.9%
Occupation Growth:	Much Faster Than Average
Vacancies Due To:	Growth (44%)
Male: 70%	Female: 30%

Systems Analysts-Electronic Data Processing (cont.)

Hourly Wages: Low, High & Median (Fall 2000)



Wages

Some employers offer bonuses. Few employers pay commissions.

Hours

Full-time employees work an average 40-hour week. Part-time employees work an average 20-hour week. All employers have a day shift.

Fringe Benefits

	Full-time
Medical Insurance:	All
Dental Insurance:	All
Vision Insurance:	Most
Life Insurance:	All
Sick Leave:	All
Vacation:	All
Retirement Plan:	Most
Child Care:	None

Other: 401k (Some); Employee Assistance, Flexible Benefits, Disability Insurance (Few)

Many employers share the cost of insurance benefits with employees.

Recruitment Methods

Employee Referrals:	Most
Newspaper Ads:	Most
Internet:	Most

Major Employing Industries

Ranked by occupational size

- Computer & Data Processing Services
- Federal Government
- Management & Public Relations

Other Sources of Information

- California Occupational Guide: None

Other Information

Promotion: Most employers promote to supervisory or management positions.

Waiters & Waitresses (Alternate Title: Servers)

OES 650080

Waiters and Waitresses serve food and/or beverages to patrons at tables. They usually take orders from patrons and make out the check. Their duties include setting tables with linen and silverware and taking payments from patrons. They may serve customers at counters as well as at tables. This report does not include workers who only work at counters.

Occupational Skills & Abilities

Qualifications cited as important for job entry

Technical Skills:

Cash handling skills

Physical Abilities:

Ability to stand continuously for 2 or more hours

Ability to lift at least 10 lbs. repeatedly

Personal or Other Skills:

Good grooming skills

Willingness to work nights, weekends, and holidays

Public contact skills

Interpersonal skills

Customer service skills

Basic Skills:

Ability to follow oral instructions

Oral communication skills

Training, Experience & Other Requirements

Training & Education:

Most employers require less than a High School Diploma or equivalent.

Some employers require a High School Diploma or equivalent.

Experience:

Most employers require 6-12 months of experience. Some employers prefer 12 months of experience. No employers accept training as a substitute for experience.

Supply & Demand Assessment

Inexperienced:

Employers report it *very difficult* finding inexperienced applicants.

Experienced:

Employers report it *very difficult* finding experienced applicants.

Employment Statistics & Trends

Occupation Size: *Very Large*

1995 Estimated Employment: 7,780

Projected Job Growth 1995-2002: 16.5%

Occupation Growth: *Faster Than Average*

Vacancies Due To: *Temporary Hires (75%)*

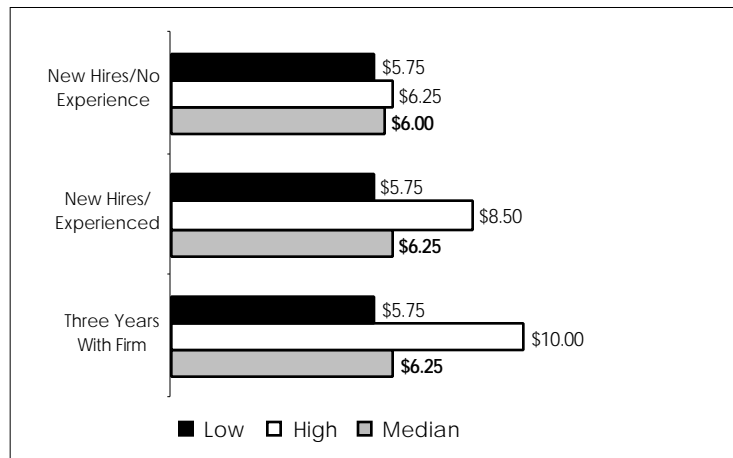
Male: 62%

Female: 38%

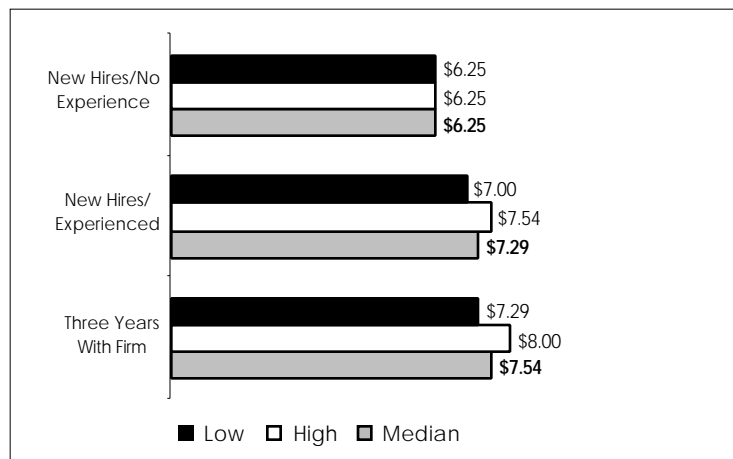
Waiters & Waitresses (Alternate Title: Servers) (cont.)

Hourly Wages: Low, High & Median (Fall 2000)

Non-Union



Union



Wages

All employers offer opportunities for tips.

Hours

Full-time employees work an average 36-hour week.
Part-time employees work an average 21-hour week.
Temporary employees work an average 15-hour week.
Almost all employers have a day and swing shift. Some employers have a graveyard shift.

Fringe Benefits

	Full-time
Medical Insurance:	Almost All
Dental Insurance:	Almost All
Vision Insurance:	Most
Life Insurance:	Most
Sick Leave:	Most
Vacation:	Almost All
Retirement Plan:	Some
Child Care:	Few

Other: 401k (Many)

Many employers share the cost of insurance benefits with employees. Part-timers are less likely to receive benefits.

Recruitment Methods

Newspaper Ads:	Almost All
Employee Referrals:	Almost All
Internet:	Many

Major Employing Industries

Ranked by occupational size

- Eating & Drinking Places

Other Sources of Information

- California Occupational Guide No. 42 (1997)

Other Information

Promotion: All employers promote to higher grade or supervisory or management positions.

SAN FRANCISCO TRAINING PROVIDERS

Accountants & Auditors

City College of San Francisco
50 Phelan Avenue, San Francisco 94112
415-239-3000 Fax: 415-239-3936 www.ccsf.org
Program title: Accounting

Golden Gate University
536 Mission Street, San Francisco 94105
415-442-7219 Fax: 415-442-7223 www.ggu.edu
Program title: Accounting

Heald College School of Business & Technology
350 Mission Street, San Francisco 94105
415-808-3000 Fax: 415-808-3005 www.heald.edu
Program title: Accounting

San Francisco State University
1600 Holloway Avenue, San Francisco 94132
415-338-1111 Fax: 415-338-6922 www.sfsu.edu
Program title: Accounting

San Francisco State University-College of Extended Learning
1600 Holloway Avenue, Admin 153, San Francisco 94132
415-405-7700 Fax: 415-338-7290 www.cel.sfsu.edu
Program title: Accounting; Finance

University of Phoenix
185 Berry Street, Building 3, San Francisco 94107
415-495-3370 Fax: 415-495-3505 www.uophx.edu
Program title: Accounting

University of San Francisco
2130 Fulton Street, San Francisco 94117
415-422-6563 Fax: 415-422-2217 www.usfca.edu
Program title: Accounting

Administrative Assistants

Arriba Juntos
1850 Mission Street, San Francisco 94103
415-863-9307 Fax: 415-863-9314 www.arribajuntos.org
Program title: Automated Office Skills

Asia Pacific International University
155 Cyril Magnin Street, San Francisco 94102
415-834-2748 Fax: 415-834-2758 www.apiu.edu
Program title: Business Administration & Management

City College of San Francisco
50 Phelan Avenue, San Francisco 94112
415-239-3000 Fax: 415-239-3936 www.ccsf.org
Program title: Administrative Assistant/Secretarial Science; General Office Supervision & Management

Filipino-American Employment & Training Center
2940 16th Street, Suite 319, San Francisco 94103
415-626-1608 Fax: 415-437-9241
Program title: General Office/Clerical & Typing Services

Golden Gate University
536 Mission Street, San Francisco 94105
415-442-7219 Fax: 415-442-7223 www.ggu.edu
Program title: Human Resources Management; Operations Management & Supervision;
Purchasing, Procurement & Contracts Management

Goodwill Industries of San Francisco
1500 Mission Street, San Francisco 94103
415-575-2114 Fax: 415-575-2170 www.sfgoodwill.org
Program title: General Office/Clerical & Typing Services

Heald College School of Business & Technology
350 Mission Street, San Francisco 94105
415-808-3000 Fax: 415-808-3005 www.heald.edu
Program title: Administrative Assistant/Secretarial Science

Jewish Vocational Service
77 Geary Street, Suite 401, San Francisco 94108
415-391-3600 Fax: 415-391-3617 www.jvs.org
Program title: General Office/Clerical & Typing Services

L.E.N. Business & Language Institute
1254 Market Street, Suite 200, San Francisco 94102
415-252-9059 Fax: 415-252-0360 www.leninstitute.com
Program title: Administrative Assistant/Secretarial Science; General Office/Clerical &
Typing Services

Media Alliance
814 Mission Street, Suite 205, San Francisco 94103
415-546-6334 Fax: 415-546-6218 www.media-alliance.org
Program title: Basic Computer Skills Training

Mission Language & Vocational School
2929 19th Street, San Francisco 94110
415-641-3718 Fax: 415-648-0262
Program title: General Office/Clerical & Typing Services

San Francisco State University
1600 Holloway Avenue, San Francisco 94132
415-338-1111 Fax: 415-338-6922 www.sfsu.edu
Program title: Business Administrative & Management; Human Resources Management;
Office Supervisor & Management

San Francisco State University-College of Extended Learning
1600 Holloway Avenue, Admin 153, San Francisco 94132
415-405-7700 Fax: 415-338-7290 www.cel.sfsu.edu
Program title: Human Resources Management; Meeting Planning

San Francisco Vocational Services
814 Mission Street, Suite 600, San Francisco 94103
415-512-9500 Fax: 415-512-9507 www.sfvocationalservices.org
Program title: General Office/Clerical & Typing Services

University of San Francisco
2130 Fulton Street, San Francisco 94117
415-422-6563 Fax: 415-422-2217 www.usfca.edu
Program title: Human Resources Management

Bookkeeping, Accounting, & Auditing Clerks, including Bookkeepers

City College of San Francisco
50 Phelan Avenue, San Francisco 94112
415-239-3000 Fax: 415-239-3936 www.ccsf.org
Program title: Accounting Technician

Computer Skills Center
5011 Geary Blvd., San Francisco 94118
415-221-9201 Fax: 415-750-0525
Program title: Accounting Technician

Oxman College
55 New Montgomery Street, Suite 721, San Francisco 94105
415-974-1783 Fax: 415-974-5391
Program title: Accounting Technician

San Francisco Vocational Services
814 Mission Street, Suite 600, San Francisco 94103
415-512-9500 Fax: 415-512-9507 www.sfvocationalservices.org
Program title: Accounting Technician; Computational Skills

Food Preparation Workers

Charity Cultural Services Center
827 Stockton Street, San Francisco 94108
415-998-8224 Fax: 415-391-0525
Program title: Kitchen Personnel/Cook & Assistant Training

City College of San Francisco
50 Phelan Avenue, San Francisco 94112
415-239-3000 Fax: 415-239-3936 www.ccsf.org
Program title: Kitchen Personnel/Cook & Assistant Training

Food Service Managers

City College of San Francisco
50 Phelan Avenue, San Francisco 94112
415-239-3000 Fax: 415-239-3936 www.ccsf.org
Program title: Hotel/Motel & Restaurant Management; Food & Beverages/Restaurant Operations Manager

Golden Gate University
536 Mission Street, San Francisco 94105
415-442-7219 Fax: 415-442-7223 www.ggu.edu
Program title: Hospitality Services Management; Hotel/Motel & Restaurant Management; Human Resources Management; Purchasing, Procurement & Contracts Management

Hospitality Management Training
760 Market Street, Suite 1009, San Francisco 94102
415-677-9717 Fax: 415-677-9810 www.hotelcollege.com
Program title: Hospitality Services Management; Hotel/Motel & Restaurant Management

San Francisco County Regional Occupational Program-School to Career
1370 43rd Avenue, San Francisco 94122
415-242-2600 Fax: 415-242-2573 www.sfusd.k12.ca.us
Program title: Food & Hospitality Services

San Francisco State University
1600 Holloway Avenue, San Francisco 94132
415-338-1111 Fax: 415-338-6922 www.sfsu.edu
Program title: Hospitality/Administration Management; Hotel/Motel & Restaurant
Management; Human Resources Management

San Francisco State University-College of Extended Learning
1600 Holloway Avenue, Admin 153, San Francisco 94132
415-405-7700 Fax: 415-338-7290 www.cel.sfsu.edu
Program title: Hospitality Industry; Human Resources Management

General Office Clerks

Arriba Juntos
1850 Mission Street, San Francisco 94103
415-863-9307 Fax: 415-863-9314 www.arribajuntos.org
Program title: Automated Office Skills

Career Resources Development Center
655 Geary Street, San Francisco 94102
415-775-8880 Fax: 415-885-5527 www.crdc.org
Program title: General Office/Clerical & Typing Services

City College of San Francisco
50 Phelan Avenue, San Francisco 94112
415-239-3000 Fax: 415-239-3936 www.ccsf.org
Program title: General Office/Clerical & Typing Studies

Filipino-American Employment & Training Center
2940 16th Street, Suite 319, San Francisco 94103
415-626-1608 Fax: 415-437-9241
Program title: General Office/Clerical & Typing Services

Goodwill Industries of San Francisco
1500 Mission Street, San Francisco 94103
415-575-2114 Fax: 415-575-2170 www.sfgoodwill.org
Program title: General Office/Clerical & Typing Services

Heald College School of Business & Technology
350 Mission Street, San Francisco 94105
415-808-3000 Fax: 415-808-3005 www.heald.edu
Program title: Administrative Assistant/Secretarial Science

Jewish Vocational Service
77 Geary Street, Suite 401, San Francisco 94108
415-391-3600 Fax: 415-391-3617 www.jvs.org
Program title: General Office/Clerical & Typing Services

L.E.N. Business & Language Institute
1254 Market Street, Suite 200, San Francisco 94102
415-252-9059 Fax: 415-252-0360 www.leninstitute.com
Program title: Administrative Assistant/Secretarial Science; General Office/Clerical &
Typing Services

Media Alliance
814 Mission Street, Suite 205, San Francisco 94103
415-546-6334 Fax: 415-546-6218 www.media-alliance.org
Program title: Basic Computer Skills Training

Mission Language & Vocational School
2929 19th Street, San Francisco 94110
415-641-3718 Fax: 415-648-0262
Program title: General Office/Clerical & Typing Services

San Francisco Housing Authority-Computer Learning Center
1815 Egbert Avenue, San Francisco 94124
415-715-3225 Fax: 415-715-3181 www.sfha.org
Program title: Basic/Intermediate Computer Skills

San Francisco State University-College of Extended Learning
1600 Holloway Avenue, Admin 153, San Francisco 94132
415-405-7700 Fax: 415-338-7290 www.cel.sfsu.edu
Program title: General Office/Clerical & Typing Services

San Francisco Vocational Services
814 Mission Street, Suite 600, San Francisco 94103
415-512-9500 Fax: 415-512-9507 www.sfvocationalservices.org
Program title: General Office/Clerical & Typing Services

Guards & Watch Guards

Nor-Cal Training Academy
2016 Oakdale Avenue, San Francisco 94124
415-550-8282 Fax: 415-821-1164
Program title: Security & Loss Prevention Services

San Francisco State University
1600 Holloway Avenue, San Francisco 94132
415-338-1111 Fax: 415-338-6922 www.sfsu.edu
Program title: English Composition

Hotel Desk Clerks

Career Resources Development Center
655 Geary Street, San Francisco 94102
415-775-8880 Fax: 415-885-5527 www.crdc.org
Program title: Hospitality Services Management

Golden Gate University
536 Mission Street, San Francisco 94105
415-442-7219 Fax: 415-442-7223 www.ggu.edu
Program title: Hospitality Services Management

Goodwill Industries of San Francisco
1500 Mission Street, San Francisco 94103
415-575-2114 Fax: 415-575-2170 www.sfgoodwill.org
Program title: Hospitality & Recreation Marketing Operations

Hospitality Management Training
760 Market Street, Suite 1009, San Francisco 94102
415-677-9717 Fax: 415-677-9810 www.hotelcollege.com
Program title: Hospitality Services Management; Hotel/Motel & Restaurant Management

San Francisco County Regional Occupational Program-School to Career
1370 43rd Avenue, San Francisco 94122
415-242-2600 Fax: 415-242-2573 www.sfusd.k12.ca.us
Program title: Food & Hospitality Services

San Francisco State University
1600 Holloway Avenue, San Francisco 94132
415-338-1111 Fax: 415-338-6922 www.sfsu.edu
Program title: Hospitality/Administration Management; Hotel/Motel & Restaurant Management

San Francisco State University-College of Extended Learning
1600 Holloway Avenue, Admin 153, San Francisco 94132
415-405-7700 Fax: 415-338-7290 www.cel.sfsu.edu
Program title: Hospitality Industry

University of San Francisco
2130 Fulton Street, San Francisco 94117
415-422-6563 Fax: 415-422-2217 www.usfca.edu
Program title: Hospitality/Administration Management; Human Resources Management

Internet Web Site Designers/Developers (Webmasters)

Bay Area Video Coalition
2727 Mariposa Street, 2nd Floor, San Francisco 94110
415-558-2117 Fax: 415-861-4316 www.bavac.org
Program title: Web Design

Center for Electronic Art
250 Fourth Street, San Francisco 94103
415-512-9300 Fax: 415-512-9260 www.cea.edu
Program title: Web Design

Computer Arts Institute
310 Townsend Street, Suite 230, San Francisco 94107
415-546-5242 Fax: 415-546-5237 www.sirius.com/~cai
Program title: Internet/Web Design, Animation & Scripting

Graphic Arts Institute
665 Third Street, Suite 500, San Francisco 94107
415-543-9211 Fax: 415-543-2485 www.gai.org
Program title: Web Publishing

Media Alliance
814 Mission Street, Suite 205, San Francisco 94103
415-546-6334 Fax: 415-546-6218 www.media-alliance.org
Program title: Web Design

San Francisco Housing Authority-Computer Learning Center
1815 Egbert Avenue, San Francisco 94124
415-715-3225 Fax: 415-715-3181 www.sfha.org
Program title: Web Design

Licensed Vocational Nurses

City College of San Francisco
50 Phelan Avenue, San Francisco 94112
415-239-3000 Fax: 415-239-3936 www.ccsf.org
Program title: Licensed Vocational Nurses

Jewish Vocational Service
77 Geary Street, Suite 401, San Francisco 94108
415-391-3600 Fax: 415-391-3617 www.jvs.org
Program title: Licensed Vocational Nursing

Marketing, Advertising, & Public Relations Managers

City College of San Francisco
50 Phelan Avenue, San Francisco 94112
415-239-3000 Fax: 415-239-3936 www.ccsf.org
Program title: Business Marketing & Marketing Management

New College of California
777 Valencia Street, San Francisco 94110
415-437-3460 Fax: 415-437-3417 www.newcollege.edu
Program title: Mass Communications

San Francisco State University
1600 Holloway Avenue, San Francisco 94132
415-338-1111 Fax: 415-338-6922 www.sfsu.edu
Program title: Business Marketing & Marketing Management; English Composition; Public Relations & Organizational Communications

San Francisco State University-College of Extended Learning
1600 Holloway Avenue, Admin 153, San Francisco 94132
415-405-7700 Fax: 415-338-7290 www.cel.sfsu.edu
Program title: Communications; English for Professional Purposes; Professional Communication Skills

University of Phoenix
185 Berry Street, Building 3, San Francisco 94107
415-495-3370 Fax: 415-495-3505 www.uophx.edu
Program title: Business Marketing & Marketing Management

University of San Francisco
2130 Fulton Street, San Francisco 94117
415-422-6563 Fax: 415-422-2217 www.usfca.edu
Program title: Mass Communications

Nurse Aides

Arriba Juntos
1850 Mission Street, San Francisco 94103
415-863-9307 Fax: 415-863-9314 www.arribajuntos.org
Program title: Nurse Assistant/Aide

California Nurses Institute
2601 Mission Street, Suite 808, San Francisco 94110
415-641-7662 Fax: 415-641-7699
Program title: Certified Nursing Assistants

Center for Appearance & Esteem
50 California Street, Suite 1500, San Francisco 94111
415-398-6013 Fax: 415-439-5299 www.victoriarayner.com
Program title: Nursing

City College of San Francisco
50 Phelan Avenue, San Francisco 94112
415-239-3000 Fax: 415-239-3936 www.ccsf.org
Program title: Nurse Assistant/Aide

CNA Education & Training Services
2017 Mission Street, 3rd Floor, San Francisco 94110
415-864-2025 Fax: 415-864-1038
Program title: Program title: Nurse Assistant/Aide; Nursing

Plumbers, Pipefitters, & Steamfitters

Asian Neighborhood Design, Inc.
1232 Connecticut Street, San Francisco 94107
415-648-7070 Fax: 415-648-6303 www.andnet.org
Program title: Plumber & Pipefitter

City College of San Francisco
50 Phelan Avenue, San Francisco 94112
415-239-3000 Fax: 415-239-3936 www.ccsf.org
Program title: Plumbers & Pipefitters

Plumbing & Pipe Fitting Industry Local Union 38
1621 Market Street, San Francisco 94103
415-626-2000 Fax: 415-626-2009 www.uslocal38.org
Program title: Apprentice Plumber & Pipefitter

Receptionists & Information Clerks

Filipino-American Employment & Training Center
2940 16th Street, Suite 319, San Francisco 94103
415-626-1608 Fax: 415-437-9241
Program title: General Office/Clerical & Typing Services

Jewish Vocational Service
77 Geary Street, Suite 401, San Francisco 94108
415-391-3600 Fax: 415-391-3617 www.jvs.org
Program title: General Office/Clerical & Typing Services

L.E.N. Business & Language Institute
1254 Market Street, Suite 200, San Francisco 94102
415-252-9059 Fax: 415-252-0360 www.leninstitute.com
Program title: Administrative Assistant/Secretarial Science; General Office/Clerical & Typing Services

Media Alliance
814 Mission Street, Suite 205, San Francisco 94103
415-546-6334 Fax: 415-546-6218 www.media-alliance.org
Program title: Basic Computer Skills Training

Mission Language & Vocational School
2929 19th Street, San Francisco 94110
415-641-3718 Fax: 415-648-0262
Program title: General Office/Clerical & Typing Services

San Francisco Housing Authority-Computer Learning Center
1815 Egbert Avenue, San Francisco 94124
415-715-3225 Fax: 415-715-3181 www.sfha.org
Program title: Program title: Basic/Intermediate Computer Skills

San Francisco Vocational Services
814 Mission Street, Suite 600, San Francisco 94103
415-512-9500 Fax: 415-512-9507 www.sfvocationalservices.org
Program title: General Office/Clerical & Typing Services

Registered Nurses

City College of San Francisco
50 Phelan Avenue, San Francisco 94112
415-239-3000 Fax: 415-239-3936 www.ccsf.org
Program title: Nursing CRN Training

San Francisco State University
1600 Holloway Avenue, San Francisco 94132
415-338-1111 Fax: 415-338-6922 www.sfsu.edu
Program title: Nursing (RN Training)

University of California, San Francisco
MU 200W, Box 0244, San Francisco 94143
415-476-8281 Fax: 415-476-9690 www.ucsf.edu
Program title: Nursing

University of San Francisco
2130 Fulton Street, San Francisco 94117
415-422-6563 Fax: 415-422-2217 www.usfca.edu
Program title: Nursing (RN Training)

Secretaries, Except Legal & Medical

Filipino-American Employment & Training Center
2940 16th Street, Suite 319, San Francisco 94103
415-626-1608 Fax: 415-437-9241
Program title: General Office/Clerical & Typing Services

Goodwill Industries of San Francisco
1500 Mission Street, San Francisco 94103
415-575-2114 Fax: 415-575-2170 www.sfgoodwill.org
Program title: General Office/Clerical & Typing Services

Heald College School of Business & Technology
350 Mission Street, San Francisco 94105
415-808-3000 Fax: 415-808-3005 www.heald.edu
Program title: Administrative Assistant/Secretarial Science

Jewish Vocational Service
77 Geary Street, Suite 401, San Francisco 94108
415-391-3600 Fax: 415-391-3617 www.jvs.org
Program title: General Office/Clerical & Typing Services

L.E.N. Business & Language Institute
1254 Market Street, Suite 200, San Francisco 94102
415-252-9059 Fax: 415-252-0360 www.leninstitute.com
Program title: Administrative Assistant/Secretarial Science; General Office/Clerical & Typing Services

Media Alliance
814 Mission Street, Suite 205, San Francisco 94103
415-546-6334 Fax: 415-546-6218 www.media-alliance.org
Program title: Basic Computer Skills Training

Mission Language & Vocational School
2929 19th Street, San Francisco 94110
415-641-3718 Fax: 415-648-0262
Program title: General Office/Clerical & Typing Services

San Francisco Housing Authority-Computer Learning Center
1815 Egbert Avenue, San Francisco 94124
415-715-3225 Fax: 415-715-3181 www.sfha.org
Program title: Basic/Intermediate Computer Skills

San Francisco Vocational Services
814 Mission Street, Suite 600, San Francisco 94103
415-512-9500 Fax: 415-512-9507 www.sfvocationalservices.org
Program title: General Office/Clerical & Typing Services

Social Workers, Except Medical & Psychiatric

San Francisco State University
1600 Holloway Avenue, San Francisco 94132
415-338-1111 Fax: 415-338-6922 www.sfsu.edu
Program title: Social Work

San Francisco State University-College of Extended Learning
1600 Holloway Avenue, Admin 153, San Francisco 94132
415-405-7700 Fax: 415-338-7290 www.cel.sfsu.edu
Program title: Professional Communication Skills

System Analysts-Electronic Data Processing

City College of San Francisco
50 Phelan Avenue, San Francisco 94112
415-239-3000 Fax: 415-239-3936 www.ccsf.org
Program title: Computer Programming

Computer Learning Center of San Francisco
667 Mission Street, San Francisco 94105
415-495-0800 Fax: 415-495-6206 www.gettheskills.com
Program title: Computer Programming; Computer & Information Sciences; Management Information Systems & Business Data Processing

Golden Gate University
536 Mission Street, San Francisco 94105
415-442-7219 Fax: 415-442-7223 www.ggu.edu
Program title: Computer & Information Sciences; Management Information Systems & Business Data Processing

Heald College School of Business & Technology
350 Mission Street, San Francisco 94105
415-808-3000 Fax: 415-808-3005 www.heald.edu
Program title: Computer System Analysis

Infotec Commercial Systems, Inc.
455 Market Street, Suite 1650, San Francisco 94105
415-267-0821 Fax: 415-896-1358 www.infotec.com
Program title: Business Systems Analysis & Design; Computer & Information Sciences, General

San Francisco State University
1600 Holloway Avenue, San Francisco 94132
415-338-1111 Fax: 415-338-6922 www.sfsu.edu
Program title: Business Systems Analysis & Design; Computer Science; Management Information System & Business Data Processing

San Francisco State University-College of Extended Learning
1600 Holloway Avenue, Admin 153, San Francisco 94132
415-405-7700 Fax: 415-338-7290 www.cel.sfsu.edu
Program title: Computer & Information Sciences

University of Phoenix
185 Berry Street, Building 3, San Francisco 94107
415-495-3370 Fax: 415-495-3505 www.uophx.edu
Program title: Information Sciences & Systems; Information Technology

University of San Francisco
2130 Fulton Street, San Francisco 94117
415-422-6563 Fax: 415-422-2217 www.usfca.edu
Program title: Computer & Information Sciences, General; Management Information Systems & Business Data Processing

Waiters & Waitresses

Career Resources Development Center
655 Geary Street, San Francisco 94102
415-775-8880 Fax: 415-885-5527 www.crdc.org
Program title: Hospitality Services Management

Golden Gate University
536 Mission Street, San Francisco 94105
415-442-7219 Fax: 415-442-7223 www.ggu.edu
Program title: Hospitality Services Management

Goodwill Industries of San Francisco
1500 Mission Street, San Francisco 94103
415-575-2114 Fax: 415-575-2170 www.sfgoodwill.org
Program title: Hospitality & Recreation Marketing Operations

Hospitality Management Training
760 Market Street, Suite 1009, San Francisco 94102
415-677-9717 Fax: 415-677-9810 www.hotelcollege.com
Program title: Hospitality Services Management; Hotel/Motel & Restaurant Management

San Francisco County Regional Occupational Program-School to Career
1370 43rd Avenue, San Francisco 94122
415-242-2600 Fax: 415-242-2573 www.sfusd.k12.ca.us
Program title: Food & Hospitality Services

San Francisco State University
1600 Holloway Avenue, San Francisco 94132
415-338-1111 Fax: 415-338-6922 www.sfsu.edu
Program title: Hospitality/Administration Management; Hotel/Motel & Restaurant Management

San Francisco State University-College of Extended Learning
1600 Holloway Avenue, Admin 153, San Francisco 94132
415-405-7700 Fax: 415-338-7290 www.cel.sfsu.edu
Program title: Hospitality Industry

University of San Francisco
2130 Fulton Street, San Francisco 94117
415-422-6563 Fax: 415-422-2217 www.usfca.edu
Program title: Hospitality/Administration Management

ALL RESPONSES ARE KEPT STRICTLY CONFIDENTIAL

Whom should we contact with any further questions?

Name: _____

Position: _____

Phone: _____ Fax: _____

Occupation: 150261 FOOD SERVICE MANAGERS		
Food Service Managers plan, organize, direct, control, or coordinate activities of an organization or department that serves food and/or beverages. Please include Food and Beverage Directors.		
Does your firm employ any individual performing the duties in the occupation described above? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes , please complete this survey for the occupation described. If no , please return this questionnaire to the above address. If your firm has multiple locations, please confine your answers to locations in your county .		
1. What job title(s) does your firm use for these duties ?	Job Title(s): _____	
2. a. How many employees does your firm currently have in this occupation ?	Number of Employees: _____	
b. In this occupation , how many are:	Number of Males: _____	Number of Females: _____
c. In this occupation , how many current employees are there and on average how many weekly hours do they work?		
Regular, Full Time:	Number of Employees: _____	Average Weekly Hours Worked: _____
Regular, Part Time:	Number of Employees: _____	Average Weekly Hours Worked: _____
Temporary/On Call:	Number of Employees: _____	Average Weekly Hours Worked: _____
Seasonal:	Number of Employees: _____	Average Weekly Hours Worked: _____
3. In your firm, what shifts are available for this occupation ? (check all that apply)	<input type="checkbox"/> Day <input type="checkbox"/> Swing <input type="checkbox"/> Graveyard <input type="checkbox"/> Other: Please specify _____	
4. Has your firm hired in this occupation within the last 12 months?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
If yes, how many were hired to fill:		
vacancies resulting from promotions within your firm?		_____
vacancies resulting from people in permanent positions leaving your firm?		_____
new permanent positions resulting from growth?		_____
temporary, on call, or seasonal positions?		_____
5. a. During the last 12 months, did your firm's employment in this occupation : (Check one)	<input type="checkbox"/> Decline <input type="checkbox"/> Remain Stable <input type="checkbox"/> Grow	
b. Over the next 24 months, do you expect your firm's employment in this occupation to: (Check one)	<input type="checkbox"/> Decline <input type="checkbox"/> Remain Stable <input type="checkbox"/> Grow	
6. When you hire applicants for this occupation , is prior experience in this occupation required? If yes or preferred , how much experience in this occupation is required/preferred? Is experience in other occupations accepted?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Not required, but preferred _____ (months) <input type="checkbox"/> Yes <input type="checkbox"/> No Please specify below: Occupation: _____ (months)	
7. If prior experience is required when you hire applicants for this occupation , please indicate how difficult it is for your firm to find fully qualified applicants. (Circle one)		
Not Difficult 1 2 3 4 Difficult		
8. If prior experience is <u>not</u> required when you hire applicants for this occupation , please indicate how difficult it is for your firm to find qualified applicants. (Circle one)		
Not Difficult 1 2 3 4 Difficult		

9. Does your firm accept training as a substitute for experience in this occupation? If yes, how many months of training can generally be substituted?		<input type="checkbox"/> Yes <input type="checkbox"/> No _____ (months)																																																																																																				
10. Is technical or vocational training required prior to employment in this occupation ? If yes or preferred, what kind of training is required ?		<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Not required, but preferred _____ (months)																																																																																																				
11. What is the minimum level of education your firm requires when hiring an applicant in this occupation ? (Check one).																																																																																																						
<div style="display: flex; justify-content: space-between;"> <input type="checkbox"/> Less than high school diploma <input type="checkbox"/> High school diploma or equivalent <input type="checkbox"/> Associate Degree (2 year) </div> <div style="display: flex; justify-content: space-between;"> <input type="checkbox"/> Bachelor Degree (4 year) <input type="checkbox"/> Graduate Study </div>																																																																																																						
12. What is the usual income earned by your firm's employees in this occupation at the following levels of skills and experience?		For other compensation, please indicate the average overall earnings and types(s) of compensation.																																																																																																				
<ul style="list-style-type: none"> New hires, no experience (trained or untrained): New hires who are experienced: Experienced employees after 3 years with your firm: <div style="text-align: center; margin-top: 10px;"> <i>(Please check one)</i> </div>	<u>Base Wage or Salary</u> \$ _____ \$ _____ \$ _____ <div style="display: flex; justify-content: space-around; font-size: small;"> <input type="checkbox"/> Hour <input type="checkbox"/> Week <input type="checkbox"/> Month <input type="checkbox"/> Year </div>	<u>Other Compensation</u> \$ _____ \$ _____ \$ _____ <div style="display: flex; justify-content: space-around; font-size: small;"> <input type="checkbox"/> Hour <input type="checkbox"/> Week <input type="checkbox"/> Month <input type="checkbox"/> Year </div>	<u>Type of Compensation</u> <input type="checkbox"/> Commission <input type="checkbox"/> Tips <input type="checkbox"/> Bonus <input type="checkbox"/> Piece Rate <input type="checkbox"/> Other Specify: _____																																																																																																			
13. Are the wages for employees in this occupation subject to a collective bargaining or union agreement? If yes, what is the name of the union or local number?			<input type="checkbox"/> Yes <input type="checkbox"/> No _____																																																																																																			
14. Please check which benefits your firm offers full-time (FT) and part-time (PT) employees in this occupation and which best describes who pays for them:																																																																																																						
<table style="width: 100%; border-collapse: collapse; font-size: small;"> <thead> <tr> <th></th> <th colspan="2"><u>Employer Pays All</u></th> <th colspan="2"><u>Share Cost</u></th> <th colspan="2"><u>Employee Pays All</u></th> <th colspan="2"><u>Not Provided</u></th> </tr> <tr> <th></th> <th>FT</th> <th>PT</th> <th>FT</th> <th>PT</th> <th>FT</th> <th>PT</th> <th>FT</th> <th>PT</th> </tr> </thead> <tbody> <tr><td>Medical Insurance</td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td></tr> <tr><td>Dental Insurance</td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td></tr> <tr><td>Vision Insurance</td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td></tr> <tr><td>Life Insurance</td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td></tr> <tr><td>Sick Leave</td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td></tr> <tr><td>Vacation</td><td><input type="checkbox"/></td><td><input 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<td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> </tbody> </table>					<u>Employer Pays All</u>		<u>Share Cost</u>		<u>Employee Pays All</u>		<u>Not Provided</u>			FT	PT	FT	PT	FT	PT	FT	PT	Medical Insurance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Dental Insurance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Vision Insurance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Life Insurance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Sick Leave	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Vacation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Retirement Plan	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Child Care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Other (Please Specify): _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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15. a. Does your firm ever promote employees in this occupation to higher level positions? If yes, what are the titles of the positions to which they may be promoted?		<input type="checkbox"/> Yes <input type="checkbox"/> No _____																																																																																																				
b. What skills are important for career advancement?		_____																																																																																																				
16. What computer software skills, if any, does your firm seek in applicants for this occupation ? (Please check all that apply)																																																																																																						
Specify software names: <input type="checkbox"/> None <div style="display: flex; justify-content: space-between;"> <input type="checkbox"/> Word Processing <input type="checkbox"/> Spreadsheet <input type="checkbox"/> Database <input type="checkbox"/> Desktop Publishing <input type="checkbox"/> Other: _____ </div>																																																																																																						
17. What other new skills are needed to perform the duties of this occupation?		_____																																																																																																				
18. When your firm hires employees for this occupation , which are the top three most successful recruitment methods?																																																																																																						
<div style="display: flex; justify-content: space-between;"> <div style="width: 30%;"> <input type="checkbox"/> In-house promotions or transfers <input type="checkbox"/> EDD <input type="checkbox"/> School/program referrals <input type="checkbox"/> Private employment agencies </div> <div style="width: 30%;"> <input type="checkbox"/> Newspaper ads <input type="checkbox"/> Walk-in applicants <input type="checkbox"/> Union hall referrals <input type="checkbox"/> Trade journals </div> <div style="width: 30%;"> <input type="checkbox"/> Internet <input type="checkbox"/> Colleges/Universities <input type="checkbox"/> Employee referrals <input type="checkbox"/> Other (Please specify): _____ </div> </div>																																																																																																						
19. Are you aware of any new, changing, or emerging occupations in your industry? Please specify:		<input type="checkbox"/> Yes <input type="checkbox"/> No _____																																																																																																				
Would you like to receive a complimentary copy of the survey results for this occupation?			<input type="checkbox"/> Yes <input type="checkbox"/> No																																																																																																			

20. Your response to these questions will help improve training programs for this occupation. Please rate each of the following qualifications, on a scale of 0 to 3, as to their level of importance for job entry. (Please circle)

	<i>NOT IMPORTANT</i>		<i>VERY IMPORTANT</i>	
	<i>0</i>	<i>1</i>	<i>2</i>	<i>3</i>
<i>Ability to manage an activity or department</i>	<i>0</i>	<i>1</i>	<i>2</i>	<i>3</i>
<i>Ability to plan and organize the work of others</i>	<i>0</i>	<i>1</i>	<i>2</i>	<i>3</i>
<i>Problem solving skills</i>	<i>0</i>	<i>1</i>	<i>2</i>	<i>3</i>
<i>Ability to motivate others.....</i>	<i>0</i>	<i>1</i>	<i>2</i>	<i>3</i>
<i>Willingness to work nights, weekends, and holidays.....</i>	<i>0</i>	<i>1</i>	<i>2</i>	<i>3</i>
<i>High standards of personal cleanliness</i>	<i>0</i>	<i>1</i>	<i>2</i>	<i>3</i>
<i>Ability to work under pressure</i>	<i>0</i>	<i>1</i>	<i>2</i>	<i>3</i>
<i>Customer service skills.....</i>	<i>0</i>	<i>1</i>	<i>2</i>	<i>3</i>
<i>Ability to manage a multicultural workforce.....</i>	<i>0</i>	<i>1</i>	<i>2</i>	<i>3</i>
<i>Oral communication skills.....</i>	<i>0</i>	<i>1</i>	<i>2</i>	<i>3</i>

Please add and rate any other skills which you think are important:

	<i>NOT IMPORTANT</i>		<i>VERY IMPORTANT</i>	
	<i>0</i>	<i>1</i>	<i>2</i>	<i>3</i>
_____	<i>0</i>	<i>1</i>	<i>2</i>	<i>3</i>
_____	<i>0</i>	<i>1</i>	<i>2</i>	<i>3</i>
_____	<i>0</i>	<i>1</i>	<i>2</i>	<i>3</i>
_____	<i>0</i>	<i>1</i>	<i>2</i>	<i>3</i>
_____	<i>0</i>	<i>1</i>	<i>2</i>	<i>3</i>

21. Does your company maintain a Web site?

☐ *Yes* (*Optional:)* www. _____

☐ *No*

Thank you for your cooperation.

Occupation: 150261 Food Service Managers

Listing of Occupations Surveyed

Listed below are occupations surveyed in San Francisco County. Copies available at no cost. Order form on back.

<u>Occupational Title</u>	<u>Year</u>	<u>OES *</u>	<u>Occupational Title</u>	<u>Year</u>	<u>OES</u>
<input type="checkbox"/> Accountants & Auditors	2000	211140	<input type="checkbox"/> File Clerks	1998	553210
<input type="checkbox"/> Administrative Assistants	2000	169167997	<input type="checkbox"/> Financial Analysts, Statistical	1999	253150
<input type="checkbox"/> Architects, Except Landscape & Marine	1995	223020	<input type="checkbox"/> Financial Planners	1993	430142
<input type="checkbox"/> Automotive Body & Related Repairs	1997	853050	<input type="checkbox"/> Food Preparation Workers	2000	650380
<input type="checkbox"/> Automotive Mechanics	1995	853020	<input type="checkbox"/> Food Service Managers	2000	150261
<input type="checkbox"/> Baggage Porters & Bellhops	1998	680230	<input type="checkbox"/> Gardeners, Groundskeepers	1996	790300
<input type="checkbox"/> Bicycle Repairers	1993	859510	<input type="checkbox"/> General Office Clerks	2000	553470
<input type="checkbox"/> Bill & Account Collectors	1998	535080	<input type="checkbox"/> Graphic Designers	1999	141061998
<input type="checkbox"/> Billing, Cost & Rate Clerks	1995	553440	<input type="checkbox"/> Guards & Watch Guards	2000	630470
<input type="checkbox"/> Billing, Posting & Calculating Machine Operators	1998	560020	<input type="checkbox"/> Guides	1998	680170
<input type="checkbox"/> Bookkeeping, Accounting, & Auditing Clerks, Including Bookkeepers	2000	553380	<input type="checkbox"/> Hairdressers, Hairstylists & Cosmetologists	1996	680050
<input type="checkbox"/> Bread & Pastry Bakers	1994	650210	<input type="checkbox"/> Heating, Air Conditioning & Refrigeration Mechanics & Installers	1997	859020
<input type="checkbox"/> Broadcast Technicians	1999	340280	<input type="checkbox"/> Home Appliance & Power Tool Repairers	1996	857111
<input type="checkbox"/> Cabinetmakers & Bench Carpenters	1997	893110	<input type="checkbox"/> Home Health Aides	1998	660110
<input type="checkbox"/> Carpenters	1998	871020	<input type="checkbox"/> Host & Hostesses, Restaurant, Lounge or Coffee Shop	1996	650020
<input type="checkbox"/> Carpet Installers	1998	876020	<input type="checkbox"/> Hotel Desk Clerks	2000	538080
<input type="checkbox"/> Cashiers	1997	490230	<input type="checkbox"/> Instructional Aides	1997	315211
<input type="checkbox"/> Child Care Workers	1997	680380	<input type="checkbox"/> Insurance Adjusters, Examiners & Investigators	1994	533020
<input type="checkbox"/> Civil Engineering Technicians & Technologists	1991	225020	<input type="checkbox"/> Insurance Claims Clerks	1994	533110
<input type="checkbox"/> Computer Aided Design (CAD Technicians)	1999	003362999	<input type="checkbox"/> Internet Web Site Designers/Developers (Webmasters)	2000	31064999
<input type="checkbox"/> Computer Animators	1996	030064998	<input type="checkbox"/> Janitors & Cleaners, Except Maids & Housekeeping Cleaners	1996	670050
<input type="checkbox"/> Computer Engineers	1995	221270	<input type="checkbox"/> Kindergarten Teachers	1995	313022
<input type="checkbox"/> Computer Network Techs	1996	033162996	<input type="checkbox"/> Legal Secretaries	1994	551020
<input type="checkbox"/> Computer Operators	1996	560110	<input type="checkbox"/> Librarians, Professional	1993	315020
<input type="checkbox"/> Computer Programmers	1997	251051	<input type="checkbox"/> Library Assistants & Bookmobile Drivers	1998	539020
<input type="checkbox"/> Computer Support Specialists	1999	251040	<input type="checkbox"/> Licensed Vocational Nurses	2000	325050
<input type="checkbox"/> Cooks, Restaurant	1996	650260	<input type="checkbox"/> Loan & Credit Clerks	1998	531210
<input type="checkbox"/> Cooks, Short Order	1996	650350	<input type="checkbox"/> Loan Officers & Counselors	1999	211080
<input type="checkbox"/> Counter & Rental Clerks	1997	490170	<input type="checkbox"/> Lodging Managers	1997	150262
<input type="checkbox"/> Data Entry Keyers, Except Composing	1995	560170	<input type="checkbox"/> Maids & Housekeeping Cleaners	1999	670020
<input type="checkbox"/> Data Processing Equipment Repairers	1998	857050	<input type="checkbox"/> Mail Machine Operators, Preparation & Handling	1992	560080
<input type="checkbox"/> Dental Assistants	1998	660020	<input type="checkbox"/> Manager, Retail Store	1999	185167999
<input type="checkbox"/> Dental Hygienists	1997	329080	<input type="checkbox"/> Marketing, Advertising, & Public Relations Managers	2000	130110
<input type="checkbox"/> Dental Laboratory Technicians, Precision	1994	899210	<input type="checkbox"/> Medical & Clinical Laboratory Assistants	1997	329050
<input type="checkbox"/> Dining Room & Cafeteria Attendants, Bartender Helpers	1996	650140	<input type="checkbox"/> Medical & Clinical Laboratory Technologists	1997	329020
<input type="checkbox"/> Dispatchers, Except Police, Fire & Ambulance	1998	580050	<input type="checkbox"/> Medical Assistants, Doctor's Office	1996	660050
<input type="checkbox"/> Drafters	1995	225140	<input type="checkbox"/> Medical Records Technicians	1998	329110
<input type="checkbox"/> Electrical & Electronic Engineering Technicians	1992	225050	<input type="checkbox"/> Multimedia Specialists	1999	030064996
<input type="checkbox"/> Electricians	1999	872020	<input type="checkbox"/> Network Professionals	1999	031132999
<input type="checkbox"/> Emergency Medical Techs-I	1991	325081	<input type="checkbox"/> New Accounts Clerks	1998	531050
<input type="checkbox"/> Emergency Medical Technicians-Paramedic, EMT-P	1991	325083	<input type="checkbox"/> Nurse Aides	2000	660080
<input type="checkbox"/> Employment Interviewers-Private or Public Employment Service	2000	215080	<input type="checkbox"/> Occupational Therapists	1999	323050
			<input type="checkbox"/> Office Machine & Cash Register Servicers	1997	859260
			<input type="checkbox"/> Offset Lithographic Press Setters & Set-up Operators	1998	925120

* Occupational Employment Statistic code

<u>Occupational Title</u>	<u>Year</u>	<u>OES</u>	<u>Occupational Title</u>	<u>Year</u>	<u>OES</u>
<input type="checkbox"/> Opticians, Dispensing & Measuring	1996	325140	<input type="checkbox"/> Salespersons, Parts	1999	490140
<input type="checkbox"/> Order Clerks, Materials, Merchandise & Service	1996	553230	<input type="checkbox"/> Salespersons, Retail, Except Vehicle Sales	1999	490112
<input type="checkbox"/> Painters, Paperhangers, Construction & Maintenance	1998	874020	<input type="checkbox"/> Secretaries, Except Legal & Medical	2000	551080
<input type="checkbox"/> Paralegal Personnel	1998	283050	<input type="checkbox"/> Secretaries, Legal	1998	551020
<input type="checkbox"/> Parking Lot Attendants	2000	978080	<input type="checkbox"/> Secretaries, Medical	1995	551050
<input type="checkbox"/> Patternmakers, & Layout Workers, Fabric & Apparel	1999	895020	<input type="checkbox"/> Securities Brokers	1993	430141
<input type="checkbox"/> Payroll & Timekeeping Clerks	1997	553410	<input type="checkbox"/> Social Worker, Medical & Psychiatric	1999	273020
<input type="checkbox"/> Personnel Clerks	1997	553140	<input type="checkbox"/> Social Workers, Except Medical & Psychiatric	2000	273050
<input type="checkbox"/> Pharmacists	1994	325170	<input type="checkbox"/> Stationary Engineers	1996	950320
<input type="checkbox"/> Pharmacy Assistants	1997	N/A	<input type="checkbox"/> Stock Clerks, Sales Floor	1995	490210
<input type="checkbox"/> Pharmacy Technicians	1997	325180	<input type="checkbox"/> Stock Clerks-Stockroom, Warehouse, & Storage Yard	2000	580230
<input type="checkbox"/> Phlebotomists	1997	079364999	<input type="checkbox"/> Surgical Technicians	1997	329280
<input type="checkbox"/> Physical Therapists	1999	323080	<input type="checkbox"/> Switchboard Operators	1998	571020
<input type="checkbox"/> Physical Therapy Aides	1999	660172	<input type="checkbox"/> Systems Analysts-Electronic Data Processing	2000	251020
<input type="checkbox"/> Physical Therapy Assistants	1999	660171	<input type="checkbox"/> Taxi Drivers & Chauffeurs	1998	971140
<input type="checkbox"/> Physicians' Assistants	1994	325110	<input type="checkbox"/> Teachers, Elementary School	1997	313050
<input type="checkbox"/> Plumbers, Pipefitters, & Steamfitters	2000	875020	<input type="checkbox"/> Teachers, Preschool	1999	313030
<input type="checkbox"/> Preschool Teachers	1995	313021	<input type="checkbox"/> Teachers, Secondary School	1995	313080
<input type="checkbox"/> Printing Press Machine Operators & Tenders	1995	925430	<input type="checkbox"/> Teachers, Special Education	1997	313110
<input type="checkbox"/> Production, Planning & Expediting Clerks	1998	580080	<input type="checkbox"/> Technical Writers	1997	340050
<input type="checkbox"/> Property & Real Estate Managers & Administrators	1997	150110	<input type="checkbox"/> Tellers	1997	531020
<input type="checkbox"/> Radiologic Technologists, Diagnostic	1995	329210	<input type="checkbox"/> Traffic, Shipping, & Receiving Clerks	1999	580280
<input type="checkbox"/> Real Estate Appraisers	1999	430110	<input type="checkbox"/> Travel Agents	1996	430210
<input type="checkbox"/> Real Estate Brokers	1999	430050	<input type="checkbox"/> Truck Drivers, Light, Including Delivery & Route Drivers	1997	971050
<input type="checkbox"/> Real Estate Clerks	1999	539140	<input type="checkbox"/> Typists, Including Word Processing	1995	553070
<input type="checkbox"/> Real Estate Sales Agents	1999	430080	<input type="checkbox"/> Veterinary Technicians & Technologists	1994	329510
<input type="checkbox"/> Receptionists & Information Clerks	2000	553050	<input type="checkbox"/> Vocational & Educational Counselors	1999	315140
<input type="checkbox"/> Registered Nurses	2000	325020	<input type="checkbox"/> Waiters & Waitresses	2000	6500809
<input type="checkbox"/> Reservation & Transportation Ticket Agents	1995	538050	<input type="checkbox"/> Welders & Cutters	1998	939140
<input type="checkbox"/> Sales Agents & Placers, Insurance	1997	430020	<input type="checkbox"/> Wholesale & Retail Buyers, Excluding Farm Products	1992	213020
<input type="checkbox"/> Sales Agents, Advertising	1996	430230			

Occupational Summaries Order Form

Mail to: Private Industry Council of San Francisco, Inc.
1650 Mission Street, Suite 300, San Francisco, CA 94103-2490

Or fax to: 415-431-8702 **Email:** 411@picsf.org

Please send me copies of the occupational summaries indicated.

Name

Title

Organization

Mailing Address

City, State, Zip